

BALM Docket: 1353954 - 33503

Document
Request/approval to study for discontinuance (03/02/2011)
Notice (if appropriate) to Headquarters of suspension
Notice (if appropriate) to customers/district personnel of suspension
Highway map with community highlighted (03/03/2011)
Eviction notice (if appropriate) (03/03/2011)
Building inspection report and original photos of building deficiencies (if appropriate) (03/03/2011)
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Community meeting analysis (04/29/2011)
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Proposal checklist (04/28/2011)
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Instructions to postmaster/OIC to post proposal (04/25/2011)
Invitation for comments exhibit (05/05/2011)
Proposal exhibit
Comment form exhibit (04/25/2011)
Instructions for postmaster/OIC to remove proposal (07/06/2011)
Round-date stamped proposals and invitations for comments from affected offices (07/11/2011)
Notification of taking proposal and comments under internal consideration (07/06/2011)
Proposal comments and Postal Service response letters (07/11/2011)
Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) ()
Analysis of comments (08/25/2011)
Revised proposal (if appropriate) (07/12/2011)
Updated PS Form 4920 (if appropriate) (04/28/2011)
Certification of record (07/14/2011)
Log of Post Office discontinuance actions (07/14/2011)

Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (07/14/2011)

Headquarters' acknowledgment of receipt of record (08/04/2011)

Final determination transmittal letter from Headquarters (08/22/2011)

Instruction letter to postmaster/OIC on posting (08/29/2011)

Round-date stamped final determination cover sheets (10/07/2011)

Postal Bulletin Post Office Change Announcement ()

Vice president, Delivery and Retail, instruction letter (08/22/2011)



03/02/2011

DAVID PATTERSON  
DISTRICT MANAGER  
SUNCOAST PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 12th congressional district.

Post Office Name:	BALM
Zip+4 Code:	33503-9700
EAS Level:	13
Finance Number:	110495
County:	HILLSBOROUGH
Proposed Admin Office:	WIMAUMA
ADMIN Miles Away:	5.4
Near Office Name:	WIMAUMA
Near Miles Away:	5.4
Number of Customers:	
Post Office Box:	261
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	261
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster was promoted on 06/05/2010.

Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accomodate the retail and box section.

LEROY MIDDLETON  
Manager, Post Office Operations

Approval to Study for Discontinuance:

DISTRICT MANAGER  
SUNCOAST PFC

03/02/2011

DATE

*cc: Area Manager, Public Affairs and Communication*





Docket: 1353954

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**NOTICE OF POST OFFICE EMERGENCY SUSPENSION**

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**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569



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NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

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**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

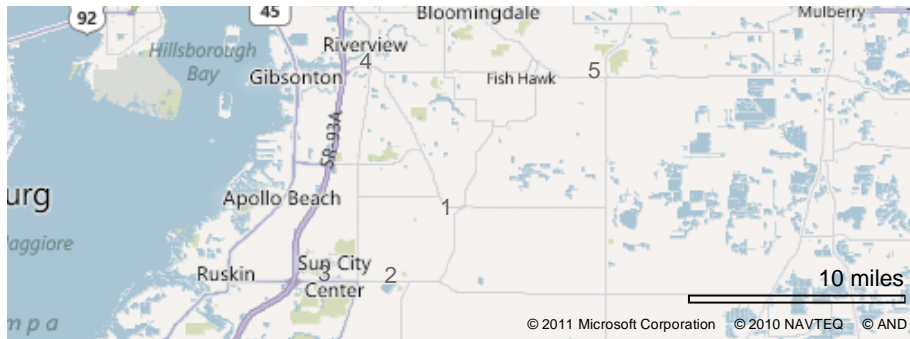
Date: 10/07/2011  
Fax No: (601)  
306-6569



# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 33503



- |  |  |   |
|--|--|---|
| <p><b>1</b> <a href="#">Post Office™ Location - BALM</a><br/>15036 BALM RD<br/>BALM, FL 33503-9700<br/>(800) ASK-USPS<br/>(800) 275-8777<br/><a href="#">0.7 mi</a></p>                                  | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:00am-12:30pm<br/>1:00pm-3:00pm<br/>Sat-Sun<br/>Closed</p>     |   |
| <p><b>2</b> <a href="#">Post Office™ Location - WIMAUMA</a><br/>5608 STATE ROAD<br/>674<br/>WIMAUMA, FL 33598-9998<br/>(800) ASK-USPS<br/>(800) 275-8777<br/><a href="#">4.7 mi</a></p>                  | <p><b>Business Hours</b><br/>Mon-Fri<br/>9:00am-4:00pm<br/>Sat-Sun<br/>Closed</p>                        | <p><b>Services</b><br/><a href="#">Passport Application Services</a><br/><br/><a href="#">Service hours may vary. Please check link for business hours.</a></p> |
| <p><b>3</b> <a href="#">Post Office™ Location - SUN CITY CENTER</a><br/>1645 SUN CITY CENTER PLZ<br/>SUN CITY CENTER, FL 33573-9998<br/>(800) ASK-USPS<br/>(800) 275-8777<br/><a href="#">7.1 mi</a></p> | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:30am-5:00pm<br/>Sat<br/>9:00am-12:00pm<br/>Sun<br/>Closed</p> | <p><b>Services</b><br/><a href="#">Automated Postal Centers®</a><br/><br/><a href="#">Service hours may vary. Please check link for business hours.</a></p>     |
| <p><b>4</b> <a href="#">Post Office™ Location - RIVERVIEW</a><br/>10810 BOYETTE RD<br/>RIVERVIEW, FL</p>   | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:30am-5:00pm<br/>Sat<br/>9:00am-12:00pm</p>                    | <p><b>Services</b><br/><a href="#">Passport Application Services</a><br/><a href="#">Automated Postal Centers®</a></p>  |

33569-9998  
(800) ASK-USPS  
(800) 275-8777

7.9 mi

Sun  
Closed

Service hours may vary. Please  
[check link for business hours.](#)

5 **[Post Office™  
Location - LITHIA](#)**

7825 LITHIA  
PINECREST RD  
LITHIA, FL 33547-  
9998  
(800) ASK-USPS  
(800) 275-8777

8.7 mi

**Business Hours**

Mon-Fri  
8:30am-4:30pm  
Sat  
9:00am-12:00pm  
Sun  
Closed

**Services**

[Passport Application  
Services](#)

Service hours may vary. Please  
[check link for business hours.](#)

## Post Office™ Locations near 33503

### By City

[BALM](#)

[WIMAUMA](#)

[SUN CITY  
CENTER](#)

[RIVERVIEW](#)

[LITHIA](#)

### By ZIP Code

[33598](#)

[33573](#)

[33569](#)

[33547](#)

[33572](#)

[33511](#)

[33534](#)

[33530](#)

[33570](#)

[33594](#)

[33619](#)

[33587](#)

[33586](#)

[33584](#)

[33550](#)

[33621](#)

[33527](#)

[33863](#)

[33606](#)

[34219](#)

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**Eviction Notice**

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**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569



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### Building Inspection Report

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#### **A. Office**

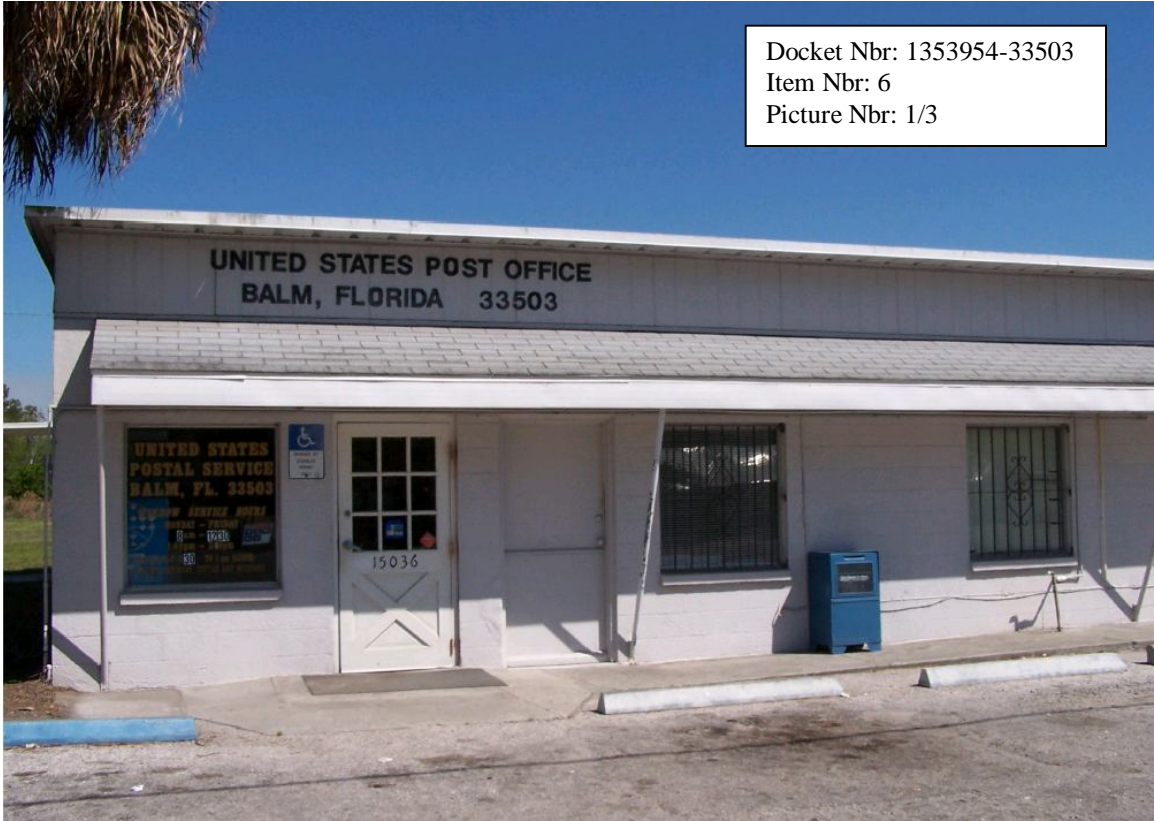
Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569

Docket Nbr: 1353954-33503  
Item Nbr: 6  
Picture Nbr: 1/3



Docket Nbr: 1353954-33503  
Item Nbr: 6  
Picture Nbr: 2/3





Docket Nbr: 1353954-33503  
Item Nbr: 6  
Picture Nbr: 3/3





## PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code BALM, FL 33503		Postmaster's Signature Diane Felter	Date 03/03/2011
District Office, State & Zip Code SUNCOAST PFC, FL 33607		District Manager's Signature David Patterson	Date 03/03/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		13
2.	Finance Number	(1-6)	110495
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	261
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum or 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

# PS Form 150, Postmaster Workload Information

Docket 1353954  
 Page Nbr 8a

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	261	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

## Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (*without carrier delivery service*) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

## Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

### Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: BALM  
Office Zip+4: 33503 -9700 District: SUNCOAST PFC

#### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) . . . . .	<u>261</u>	X 1.0	=	<u>261</u>
Possible City Deliveries (Item 5, PS Form 150) . . . . .	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) . . . . .	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) . . . . .	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) . . . . .	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) . . . . .	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) . . . . .	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs . . . . .				<u>261</u>

#### Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>113</u> units	=	<u>56.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>81.50</u>

Activity WSCs 261 + Revenue WSCs = 81.50 Base WSCs 342.50 = EAS Grade 11

Previous evaluation: EAS grade 13

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

TRACEY DURAN

TRACEY.L.DURAN@USPS.GOV

Printed Name

Signature

SUNCOAST PFC District Review Coordinator

03/03/2011

Title

Date



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03/03/2011

OIC/POSTMASTER

SUBJECT: BALM Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to BALM customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the BALM Post Office for a 2-week period. The surveys should begin 03/05/2011 and end on 03/18/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 03/19/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact TRACEY DURAN, Post Office Review Coordinator, at (813) 354-6135.

A handwritten signature in black ink, appearing to read "Tracey Duran", with a long horizontal flourish extending to the right.

TRACEY DURAN

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - [http://hqcsopps/po\\_dis/win/in\\_survey.cfm?fin=1353954](http://hqcsopps/po_dis/win/in_survey.cfm?fin=1353954)

Survey of Incoming Mail - [http://hqcsopps/po\\_dis/invol/in\\_survey.cfm?fin=1353954](http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1353954)

Survey of Dispatched Mail - [http://hqcsopps/po\\_dis/outvol/in\\_survey.cfm?fin=1353954](http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1353954)

## Window Transaction Survey

### Window Transaction Survey

PO Name: BALM ZIP+4: 33503 - 9700 Completed By: DIANE FELTER  
Survey Period: 03/05/2011 through 03/18/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 03/05	0	0	0	0	0	0	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	16	11	3	0	2	3	2	6
Tue - 03/08	10	8	1	0	2	4	4	6
Wed - 03/09	5	3	2	0	2	0	2	5
Thu - 03/10	12	7	1	0	0	1	3	4
Fri - 03/11	11	9	2	0	1	2	6	8
Sat - 03/12	0	0	0	0	0	0	0	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	26	20	1	0	2	2	3	7
Tue - 03/15	14	8	2	0	2	3	4	6
Wed - 03/16	13	8	1	0	1	2	3	4
Thu - 03/17	9	6	2	0	0	3	4	7
Fri - 03/18	12	8	1	0	1	0	2	5
TOTALS	128	88	16	0	13	20	33	58
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	9.9	9.5	3.2	0.0	3.7	3.6	5.9	6.9
Average Number Daily Transactions:				35.6	Average Daily Retail Workload in Minutes:			42.7

## Survey of Incoming Mail

Survey of Incoming Mail  
*(Record in Pieces)*

Post Office Name and Zip+4      BALM 33503 - 9700  
Dates Recorded      03/05/2011    through    03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	501	0	125	0	3	5	0	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	846	0	153	0	5	8	1	0
Tue - 03/08	443	0	192	0	2	8	2	0
Wed - 03/09	343	0	115	0	8	8	2	0
Thu - 03/10	389	0	58	0	5	0	2	0
Fri - 03/11	403	0	86	0	4	14	2	0
Sat - 03/12	614	0	150	0	8	6	2	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	823	0	310	0	3	14	2	0
Tue - 03/15	533	0	144	0	2	3	1	0
Wed - 03/16	342	0	118	0	4	10	1	0
Thu - 03/17	345	0	58	0	3	5	0	0
Fri - 03/18	460	0	134	0	1	5	1	0
TOTALS	6,042	0	1,643	0	48	86	16	0
Daily Average	503.5	0.0	136.9	0.0	4.0	7.2	1.3	0.0

Signature of Person Making Count:      DIANE FELTER  
Printed Name:      DIANE FELTER  
Date:      03/18/11

### Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

## Survey of Dispatched Mail

Survey of Dispatched Mail  
*(Record in Pieces)*

Post Office Name and Zip+4 BALM 33503 - 9700

Dates Recorded 03/05/2011 through 03/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/05	18	0	5	0	0	0	3	0
Sun - 03/06	0	0	0	0	0	0	0	0
Mon - 03/07	95	0	3	0	5	13	4	0
Tue - 03/08	245	0	9	0	5	6	4	0
Wed - 03/09	62	0	3	0	6	8	5	0
Thu - 03/10	49	0	2	0	5	7	2	0
Fri - 03/11	170	0	31	0	4	8	4	0
Sat - 03/12	27	0	5	0	0	0	3	0
Sun - 03/13	0	0	0	0	0	0	0	0
Mon - 03/14	93	0	13	0	12	8	2	0
Tue - 03/15	88	0	22	0	8	7	4	0
Wed - 03/16	112	0	6	0	4	6	2	0
Thu - 03/17	101	0	16	0	3	10	3	0
Fri - 03/18	54	0	98	0	7	6	3	0
TOTALS	1,114	0	213	0	59	79	39	0
Daily Average	92.8	0.0	17.8	0.0	4.9	6.6	3.3	0.0

Signature of Person Making Count:

DIANE FELTER

Printed Name:

DIANE FELTER

Date:

03/18/11



03/03/2011

OIC/POSTMASTER

SUBJECT: BALM Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the BALM Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the BALM Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to TRACEY DURAN by 03/17/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>261</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>261</u>

If you have any comments on alternate means of providing services to the BALM customers, please provide them below:

No alternate means of providing services to Balm customers other than their local Post Office. No street delivery, PO box service only. The following 41 businesses will be affected: Balm Baptist Church, Balm Groves, Balm Civic Association, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding, J&K Wirelathing Inc, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Good Samaritan Mission, Wink Stucco, Water Purification Inc, Floors by Mike, Tran Farms, Stucco Specialist of FL Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries. Goodson Farms & Good Samaritan have postage meters and mail large volumes of letters. Additionally, there are many mailers from outside the community who have small in home businesses and use the Balm office to mail out all of their click n ship items, which the office has worked hard at obtaining this revenue. These customers, as well as other regular customers from neighboring areas, state that they specifically go out of their way to go to the Balm office because of the service and no waiting in line. There is also a great increase in these customer visits during the entire Christmas season. Many of them state that the Balm Post Office is



Hillsborough County's "best kept secret" and they hope it would never close.

A handwritten signature in black ink, appearing to read 'Tracey Duran', with a long horizontal flourish extending to the right.

TRACEY DURAN  
Post Office Review Coordinator

Comments:

It would be very sad to close the Balm Post Office, for it is one of the oldest rural Post Offices in Hillsborough Co. It's current landlord served as Postmaster for 33 years, from 1948-1981. Balm Post Office celebrated their 100th birthday in August 2007. The residents of Balm will not want their community Post Office (and identity), which has been there for more than 100 years, to be eliminated.

cc: Official Record



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03/07/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the BALM Post Office, 33503 - 9700, located in HILLSBOROUGH County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

TRACEY DURAN  
Post Office Review Coordinator  
SUNCOAST PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

## Post Office Survey Sheet

Post Office Name	<u>BALM</u>	ZIP+4	<u>33503-9700</u>
Congressional District	<u>12th</u>	Date	<u>03/09/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

None

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Current lease does not expire until Jan. 31, 2013; no 5 yr renewal option; no 30 day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

No

5. List potential CPO sites.

None

6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No

If yes, please identify them by name and address.

Good Samaritan, PO Box 213 & Goodson Farms, PO Box 246 - both postage meter customers.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

No career (vacant); 1 PMR that should be given the opportunity to take exam and convert to career employee, or transfer to the Sun City PO where there is a PMR vancancy.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

HCR contract, 6am & 4pm. No collection box outside. No street delivery. Customers will have to travel 6+ miles to 2 other PO's to mail their letters.

How many Post Office boxes are installed? 420

How many Post Office boxes are used? 261

What are the window service hours? 08:00 - 12:30 - 13:00 - 15:00 M-F

Closed S

What are the lobby hours? 24 hrs M-F

24 hrs S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

No

14. Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? ☐ More ☒ Same ☐ Less

## Community Survey Sheet

### Community Survey Sheet

Post Office Name	<u>BALM</u>	ZIP+4	<u>33503-9700</u>
Congressional District	<u>12th</u>	Date	<u>03/10/2011</u>

1. Incorporated? ☐ Yes ☒ No

Local government provided by: Hillsborough Co.  
Police protection provided by: Hillsborough Co.  
Fire protection provided by: Hillsborough Co.  
School location: Riverview

2. What population growth is expected? (Please document your source)

According to the Hillsborough Co. City-County Planning Commission, Oct. 2010, population growth is expected in the Balm community, as reflected in the residential future land use table. (see #2 below)

3. What residential, commercial, or business growth is expected? (Please document your source)

According to the Hillsborough Co. City-County Planning Commission, Oct. 2010, the Balm area future land use is expected to grow as follows: Agriculture 6%; Commercial .2%; Residential 67.9%; Public 25.2%

History. (Are there any special historical events related to the community?)

4. Are there any special community events to consider?

Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
Check with the field real estate office when verification is needed.)

The Balm Post Office is one of the oldest rural Post Office's in Hillsborough Co. Balm's history extends back to the late 19th century, and the Post Office has been an integral part of this rural community. The current landlady served as Postmaster for 33 years from 1948-1981. The Balm Post Office celebrated it's 100th birthday in August 2007.

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Balm's geographic/economic make-up of the community is predominately agricultural farming and migrant workers, as well as a mix of retirees and self-employed residents.

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center. Do employees of the office offer assistance to senior citizens and handicapped)?  
What provisions can be made for these services if the Post Office is discontinued?

None; however, residents are permitted to display community-related events and announcements in the Post Office.

## Highway Contract Route Cost Analysis Form

### Highway Contract Route Estimated Cost for Alternative Service

Office Name: BALM

Office Zip+4: 33503 -9700 District: SUNCOAST PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

**Total time added to the route** 0.00

3. Enter the HCR hourly rate  
(Contact Area Manager, Purchasing/Contracting Officer) 0.00

**Total additional compensation (HCR hourly rate x total time added to the route)** 0.00

**Rural Route Cost Analysis Form****Rural Route Carrier  
Estimated Cost for Alternative Replacement Service**

Office Name: BALM  
 Office Zip+4: 33503 -9700 District: SUNCOAST PFC

1. Enter the number of additional boxes to be added to the rural route 0

2. Enter the number of additional miles to be added to the route 0.00  
 Enter the volume factor 0.00

**Total (additional boxes x volume factor) 0.00**

3. Enter the number of additional boxes to be added to the rural route 0  
 Centralized boxes 0.00 x 1.00 Min 0.00  
 Regular L route boxes 0.00 x 1.82 Min 0.00  
 Regular Non-L route boxes 0.00 x 2.00 Min 0.00

**Total additional box allowance 0.00**

4. Enter the number of additional daily miles to be added to the rural route 0.00 x 12 Mileage Standard 0.00

**Total additional minutes per week (miles carried to two decimal places) 0.00**

5. Total additional annual minutes (additional minutes per week year) 0.00 x 52 Weeks 0.00

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 0.00 / 60 Minutes 0.00

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 0.00

**Total Annual Cost (additional annual hours x rural cost per hour) 0.00**

8. Enter lock pouch allowance (if applicable) 0.00

**Total annual cost for alternate service (annual cost minus lock pouch allowance) 0.00**

U.S. Postal Service <b>POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL</b> Fact Sheet				1. Date Prepared  04/28/2011
2. Post Office Name BALM		3. State and ZIP + 4 Code FL, 33503-9700		
4. District, Customer Service SUNCOAST PFC	5. Area, Customer Service SOUTHWEST	6. County HILLSBOROUGH	7. Congressional District 12th	
8. Reason for Proposal to Discontinue Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accomodate the retail and box section.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 06/05/2010  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career  c. Current PM POSITION Level (150) Downgraded from EAS-13  d. No of Clerks- 0 No of Career- 0 No of Non-Career- 1 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 08:00 - 12:30 - 13:00 - 15:00 Sat Closed Total Window Hours Per Week  a. Lobby Time M-F 24 hrs Sat 24 hrs 32.50  e. Total 651 123 f. No. of Postage Meters 2 g. No. of Permits 0		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 261 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 261 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 35.60		Types of Mail Received Dispatched a. First-Class 503 92 b. Newspaper 136 17 c. Parcel 11 11 d. Other 1 3 e. Total 651 123 f. No. of Postage Meters 2 g. No. of Permits 0		
Finances a. FY 2008 2009 2010		Receipts \$ 59,177 \$ 56,819 \$ 53,012	b. EAS Step 1 PM Basic Salary (no Cola) \$ 56810	c. PM Fringe Benefits (33.5% of b.) \$19,031
16a. Quarters				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/31/2013 Annual Lease \$ 8400  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
16b. Explain:				
17. Schools, Churches and Organization in Service Area: No: 0 Balm Baptis Church, Balm Civic Association, Good Samaritan Mission,		19. Administrative/Emanating Office (Proposed): Name WIMAUMA EAS Level 18 Miles Away 5.4 Window Service Hours: M-F 09:00 - 16:00 SAT Closed Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 629		
18. Businesses in Service Area: No: 0 Balm Groves, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding; J&K Wirelathing, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Wink Stucco, Water Purification, Floors by Mike, Trans Farms, Stucco Specialist of FL, Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries.		20. Nearest Post Office (if different from above): Name WIMAUMA EAS Level 18 Miles Away 5.4 Window Service Hours: M-F 09:00 - 16:00 SAT Closed Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 629		
21. Prepared by				
Printed Name and Title		Signature		Telephone No. AC () (813) 354-6135
PO Discontinuance Coordinator Name TRACEY DURAN		Telephone No. AC () (813) 354-6135		Location TAMPA, FL





**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569



---

03/10/11

OIC/POSTMASTER

SUBJECT: BALM Post Office

Enclosed are questionnaires addressed to customers of the BALM Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 04/13/2011 for further review.

A handwritten signature in black ink, appearing to read "Tracey Duran", with a long horizontal flourish extending to the right.

Tracey Duran  
Post Office Review Coordinator  
Enclosures



04/03/2011

POSTAL CUSTOMER  
BALM POST OFFICE  
BALM, FL 33503

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Balm Post Office was promoted on 06/05/2010. The Office is being studied for possible closing or consolidation for the following reasons: Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accomodate the retail and box section.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by independent post office emanating from the Wimauma Post Office.

Retail services are also available at the Wimauma Post Office, located 5.4 miles away. Hours of service at this office are 09:00 - 16:00, Monday through Friday, and Closed on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to independent post office. Please return the enclosed questionnaire by 04/13/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Balm Post Office on Wednesday, April 13, 2011 from 10:30 am to 11:30 am to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Tracey Duran at (813) 354-6135.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
------------------------------	-----------------------------

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?
- 3.

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

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4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

---

☐ Personal needs

---

☐ Banking

---

☐ Employment

---

☐ Social needs

---

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

## Mailing Address

Name:

---

Address:

---

Telephone:

---

Date:

---

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How will the proposed service compare to current service?
- 3.

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

---

☐ Personal needs

---

☐ Banking

---

☐ Employment

---

☐ Social needs

---

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

## Mailing Address

Name:

---

Address:

---

Telephone:

---

Date:

---

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POSTAL CUSTOMER  
BALM POST OFFICE  
BALM, FL 33503

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Balm Post Office was promoted on 06/05/2010. The Office is being studied for possible closing or consolidation for the following reasons: Office is currently vacant. There is an office (Wimauma) within 5 miles of the Balm office that can easily accommodate the retail and box section. There is currently no growth in the Balm area, as reported by the FY10 Census.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by classified post office emanating from the Wimauma Post Office.

Retail services are also available at the Wimauma Post Office, located 4.7 miles away. Hours of service at this office are 09:00 - 16:00, Monday through Friday, and Closed on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to classified post office. Please return the enclosed questionnaire by 04/13/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Balm Post Office on Wednesday, April 13, 2011 from 10:30 am to 11:30 am to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Cindy LeCompte at (813) 354-6035.

Thank you for your assistance.

Sincerely,

A handwritten signature in dark ink, appearing to read "Leroy Middleton".

LERoy MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)





### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the BALM Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

---

---

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

---

☐ Personal needs

---

☐ Banking

---

☐ Employment

---

☐ Social needs

---

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

---

Address:

---

Telephone:

---

Date:

---

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



## **POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

### **MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### **SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### **HOLDING MAIL**

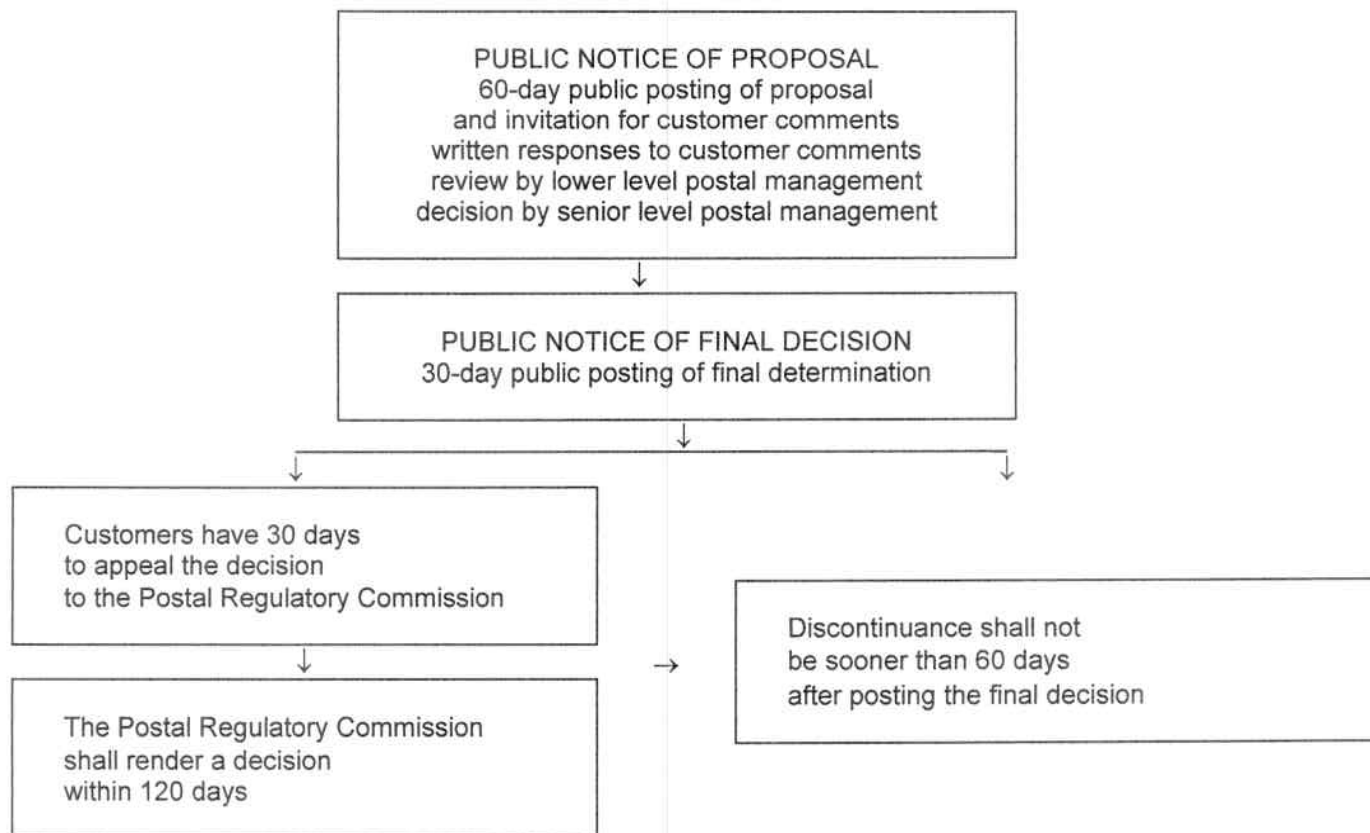
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

## SUMMARY OF POST OFFICE CHANGE REGULATIONS

Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.





04/21/2011

REGINALD T. JOYNER

POB 598  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

---

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

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04/21/2011

THOMAS AND JOAN SCALES

POB 56  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

\_\_\_\_\_

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

\_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

\_\_\_\_\_





04/21/2011

RICHARD STANALAND

POB 304  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

---

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---



04/21/2011

LINDA TAYLOR  
POX 658  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

MR. SNYDER  
POB 38  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

ARTHUR C/O KAREN STANALAND

PO BOX 304  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:





04/21/2011

CLINT WINK

13010 FOXWAY TRAIL  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

VERONICA C/O DIXIE DONKEY BALL CO  
PO BOX 417  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Riverview has too long of lines Wimauma is Rud Customers



04/21/2011

HARNEY AND VIRGINIA WHIDDEN

POB 535  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



04/21/2011

GERALD DAVIS

POB 4  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

- |  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps <span style="margin-left: 20px;"><i>500 at a Time</i></span>  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

### Other Postal Services

- |                                  |                          |     |                                     |    |
|----------------------------------|--------------------------|-----|-------------------------------------|----|
| a. Entering permit mailings      | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| b. Resetting/using postage meter | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |

### Nonpostal Services

- |   |                          |     |                                     |    |
|---|--------------------------|-----|-------------------------------------|----|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |

If yes, please explain:

- |                                |                                     |     |                          |    |
|--------------------------------|-------------------------------------|-----|--------------------------|----|
| d. Using public bulletin board | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| e. Other                       | <input type="checkbox"/>            | YES | <input type="checkbox"/> | NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |  |                                     |     |                          |    |
|--|-------------------------------------|-----|--------------------------|----|
|  | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> | NO |
|--|-------------------------------------|-----|--------------------------|----|

If yes, please explain:





04/21/2011

DEAN COOK

POB 206  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail <i>seldom</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

*I am disabled and need  
this post office*

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

GEORGE DONAHUE

POB 513  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

SARA AND JAMES DELEAU

POB 628  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

BALM BAPTIST CHURCH  
POB 8  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/> x 2	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Seldom* ✓

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:





04/21/2011

TRAVIS BRANDON

POB 144  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



04/21/2011

TRAVIS BRANDON

POB 144  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---

THE BALM POST OFFICE IS VERY CONVENIENTLY  
LOCATED TO MY HOME & TRAVEL ROUTES.  
I DO NOT OFTEN PASS THE WIMAUMA POST OFFICE  
ON THE WAY TO WORK OR ANY OTHER PLACE.  
I DO NOT LIKE RECEIVING BANK STATEMENTS BILLS  
OR ANY OTHER MAIL THAT HAS ANY ACCOUNT INFORMATION  
LEFT IN A MAIL BOX, FOR SECURITY REASONS. CLOSING  
THE BALM POST OFFICE WOULD BE AN INCONVENIENCE  
TO ME AND ALSO MANY OTHERS IN THE BALM  
COMMUNITY

TRAVIS BRANDON

PO BOX 144

BALM FL 33503



04/21/2011

BESSIE SWINT & FAMILY

PO BOX 307  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☒ NO

If yes, please explain:

I p/u my moms mail here also.

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☒ NO

If yes, please explain:

p/u of phone books & Neighborhood newspaper

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

\_\_\_\_\_



04/21/2011

RICHARD BYNUM

15005 CARLTON LAKE ROAD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

---





04/21/2011

W. CHESTER MCKINNEY

PO BOX 256  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:

---



04/21/2011

MR. & MRS. ROBERT KUBIK

PO BOX 236  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO
- If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO
- If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

IT just Happens to be on my way to work.



04/21/2011

LOUIS HAVERLOCH

PO BOX 567  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

JOHN WILTSE

POB 211  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:





04/21/2011

JAMES AND ROSE FRANKLAND

POB 25  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



04/21/2011

KATHY TURNER

PO BOX 321  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

other mail I have will get lost  
I use this PO Box 321 everyday.

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

#### Postal Services

- |  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

#### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

#### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

C.W.CAPPS  
PO BOX 44  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*Shopping. I do.*



04/21/2011

JOHN BROWN  
PO BOX 391  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---



04/21/2011

RONALD N DAVIS

PO BOX 14  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never	
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ACATHLY
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

BALM HAS HAD A POSTAL SERVICE FOR 65 YEARS THAT I KNOW OF. I WILL BE 74 YEAR OLD 4-25-11 I THANK IT WOULD BE A SHAME TO CLOSE THE BALM POST OFFICE DOWN.

Ronald N Davis  
PO BOX 114  
Balm Fla. 33503



04/21/2011

JAMES AND ROSE FRANKLAND

POB 25  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

- |  | Daily                    | Weekly                              | Monthly                             | Never                               |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

*every 2 weeks*

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*doesn't mean we don't want the BALM P.O. especially after 25 yrs for us & our Business. And our Business address is this address <sup>BALM</sup> not some other P.O. Address.*



04/21/2011

DIXIE WILLIAMS

15341 CARLTON LAKE RD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

EDWARD AND VELMA WILSON

14845 BALM RD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---



04/21/2011

NISA VICHAIKUL

PO BOX 646  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/> 100 Stamp at the time	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |   |  |
|----------------------------------|---|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☒ YES ☐ NO

- e. Other

☒ YES ☐ NO

If yes, please explain:

Most people come to the Home (Always pay look at the sign) P.O. Box

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



Nisa Vichaikul  
PO Box 646  
Balm FL 33503-0646

APRIL 4, 2011

To: LeRoy Middleton  
Manager, PO Box Operations  
2203 N. Lois Avenue  
Tampa, FL 33607-9998

No Need Post Office In Balm,  
I own my business since 1986. I know a lot  
of people; even their moved they still use the box  
because they have they SSI check, BPT card  
A lot of stuff mail to the box; you know  
If you change your address for SSI check you  
will take so long before they mail to you.

Myself I use the Post-office  
A lot of service. And I collect my SSI check  
I buy stamp. I mail my paycard home  
Any question don't me At (813) 694-686,  
Please Don't closed our Post Office  
No Use



04/21/2011

GRACE RITCHIE

15451 VIRGINIA ROSE LANE  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I HAVE TO PASS WINALUMA P.O. ON WAY TO WALMART.



04/21/2011

JOHN CRAL  
PO BOX 276  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☒ YES ☐ NO

- e. Other

☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

GEORGE AND MARILYN FEARS

POB 253  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect—both good and bad—into account before making our next review determination.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If having a carrier route delivery service through Wimauma means changing our address from Balm to Wimauma, it will not only change the postal service it will have an impact on our community financially. For example car and home insurance will rise exponentially, as per my Insurance Agent because it changes the postal code. It would be inconvenient to pick up our mail in Wimauma as we don't conduct business in that area. So if this does change, you will change our lifestyle practices forcing us to go to an area that we rather not.



04/21/2011

GLEN AND BARB FISKE

POB 241  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

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Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☐ NO  
*can't stop while @ work; Balm is easy in + out.*



04/21/2011

JOEL AND MARY CAPPS

PO BOX 103  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

*central point for directions to Baln*

d. Using public bulletin board <i>what public bulletin board?</i>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- |          |                              |                             |
|----------|------------------------------|-----------------------------|
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|----------|------------------------------|-----------------------------|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:



04/21/2011

BARBARA HOSKINS

POB 237  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |                             |
|----------------------------------|------------------------------|-----------------------------|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |                       |
|---|------------------------------|--|-----------------------|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO | <i>Never have ANY</i> |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |                       |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |                       |

If yes, please explain:

---

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---



04/21/2011

KENETH L KLIEGER

PO BOX 393  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

SOFIA HERNANDEZ

POB 596  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

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Sincerely,

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Manager, Post Office Operations  
2203 N Lois Avenue  
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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |   |  |
|----------------------------------|---|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |

### Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

ELIZABETH SWEAT

PO BOX 416  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

*Not often do not know of one between here and this side of river view.* ☐ YES ☐ NO

If yes, please explain:

①  
The Sweet family was  
one of the first settlers  
here in balm. H.D Sweat  
was the second postmaster  
here in balm for many  
many years. When he retired  
I took over the position  
and served for 30 years,  
I even had to meet the  
train to get the mail.

Balm is a small  
community and the post office



Goodson Farms get thier<sup>②</sup>  
mail here as well as  
other local farms, fish  
farms etc... We see  
our community growing,  
the Ambersweet housing  
development is right  
down from the post Office.

I would be a Great  
Loss to the community  
and to myself if the

Balm Post Office was closed.

Elizabeth Sweet  
retired Postmaster

is the heart. It is  
one of the few places  
that the residents can  
run into their neighbors  
and get caught up on the  
local gossip. It would  
be heartbreaking to see  
the Balm Post Office close  
it has been in operation  
for well over a hundred years  
and is one of the county's  
oldest rural post offices.



04/21/2011

PETER DUCE

PO BOX 2  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in dark ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

*ON Disability driving is difficult*

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

FALCON TOWING MECHANIC

PO BOX 554  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |   |                             |
|----------------------------------|---|-----------------------------|
| a. Entering permit mailings      | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

### Nonpostal Services

- |   |   |                             |
|---|---|-----------------------------|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

very convenience to us, good people work in the post office



04/21/2011

ROMONA COVELY

10421 COUNTY RD 672  
RIVERVIEW, FL 33569

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

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Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input type="checkbox"/> NO            |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Pass River view Post Office on way to Shopping + some others usually every time I go to + back or shopping





04/21/2011

JANET GOODSON

POB 246  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---



04/21/2011

DONNA STONER

POB 31  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

Wiamaua



04/21/2011

CHARLES COLLINS  
15324 BALM ROAD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES            | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Walmart & Publix on that route



Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the BALM Post Office was promoted on 06/05/2010. The Office is being studied for possible closing or consolidation for the following reasons: Office is currently vacant. There is an office (Wimauma) within 5 miles of the Balm office that can easily accommodate the retail and box section. There is currently no growth in the Balm area, as reported by the FY10 Census.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by classified post office emanating from the WIMAUMA PO.

Retail services are also available at the WIMAUMA PO, located 4.7 miles away. Hours of service at this office are 09:00 - 16:00, Monday through Friday, and Closed on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to classified post office. Please return the enclosed questionnaire by 04/13/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Balm Post Office on 04/13/2011 from 10:30 am to 11:30 am to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Cindy LeCompte at (813) 354-6035.

Thank you for your assistance.

Sincerely,

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

Enclosures:  
Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate)

CINDY -

UNLESS IT CAN BE SHOWN THAT THE BALM PO DOES NOT  
PAY FOR ITSELF AND IS SUBSIDIZED BY OTHER OPERATIONS, IT  
WOULD BE A FRANDY TO CLOSE IT. THE BALM COMMUNITY  
HAS ITS IDENTITY AND SOCIAL INTERCOURSE CENTERED AROUND  
THIS HISTORIC, RURAL PO.

WE IN THE BALM COMMUNITY TREASURE THIS FACILITY  
AND WE ARE TRYING TO KEEP THE RURAL ATMOSPHERE  
FROM BEING COMPROMISED THROUGH EVER CHALLENGING EFFORTS  
TO BRING US TO BEING MORE LIKE OTHER EXPANDING, MODERN,  
SUBURBAN LIKE COMMUNITIES. OUR SMALL PO. IS IMPORTANT TO US.  
C. Collier (813) 787-6844



04/21/2011

LILIANO GARCIA SALAZAR

POB 705  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

- a. Buying Stamps
- b. Mailing Letters
- c. Mailing Parcels
- d. Pick up Post Office box mail
- e. Pick up general delivery mail
- f. Buying money orders
- g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation
- h. Sending Express Mail
- i. Buying stamp-collecting material

Daily    Weekly    Monthly    Never

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings
- b. Resetting/using postage meter

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms)
- b. Using for school bus stop
- c. Assisting senior citizens, persons with disabilities, etc.

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

If yes, please explain:

I HELP ALL PEOPLE - OLD - YOUNGE

- d. Using public bulletin board
- e. Other

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input type="checkbox"/>	NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
--------------------------	-----	-------------------------------------	----

If yes, please explain:

*mistake*

*NEVER*



04/21/2011

RAURDEO PERSAUD

PO BOX 511  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



04/21/2011

RAURDEO PERSAUD

PO BOX 511  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Riverview Post office on Bayette  
NB. Ambersweet Farms entrance from CR 672. The Riverview Post office delivers mail to residents north of CR 672 on the mail boxes located on the South Side close to the entrance of our community of about 78 residents. It is my suggestion that ① our mails be delivered by Riverview Post office - very convenient - maybe an additional 10 minutes. Alternatively, set up a



04/21/2011

WINK

POB 214  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

---

- d. Using public bulletin board

☒ YES ☐ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

---



04/21/2011

RAFAEL CABALLERO

PO BOX 337  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- |                                  |   |
|----------------------------------|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |   |
|---|---|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |
|--------------------------------|---|
| d. Using public bulletin board | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:





04/21/2011

MARGARITO AND FRANCISCA VELIZ

POB 441  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☒ YES ☐ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



04/21/2011

BRENT GUESS

POB 632  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

page 204

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*occasionally*

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:



04/21/2011

DANIEL AND PAMELA DIXON

POB 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



04/21/2011

DANIEL AND PAMELA DIXON

POB 268  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998



04/21/2011

DANIEL AND PAMELA DIXON

POB 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Cindy LeCompte at (813) 354-6035.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue  
Tampa, FL, 33607-9998

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AS  
Needed  
AS  
Needed  
AS  
Needed

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

my wife is Disabled

- d. Using public bulletin board ☐ YES ☐ NO We observe
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

RETIRED  
Stay home most of the time running  
my cattle/farm.  
Use Local Facilities Approx 4.5 miles  
weekly.



To: Balm Postmasters, With All Our Respect And Love

Harley D. Sweat 1907-1948

Elizabeth "Pooka" Sweat 1948-1981

Geneva McLeod 1981-1993

Guy Arnold Bennett III 1993-2007

(Guy was a fabulous Postmaster and friend to all. He is truly missed, and always will be until eternity!)

Diane Felter 2007-

The Balm Post Office was and is like a family-neighbor meets neighbor, good friends say "hello" and hug. That's our Country. That's how we love and help each-other! This is a community, not just a "Post Office". We love only being a mile or so away from the Balm Post Office.

THIS IS OUR TOWN, BALM, FLORIDA 33503

A "Landmark" well over one hundred (100) years old, founded in 1890.

The Balm Post Office is one of the oldest in Hillsborough County.

"Balm" was named according to "Balmy Breezy Weather". We always have a breeze. However, we have suffered greatly due to the Hillsborough County Government deciding, against the will of our community, to give us a "stinky mountain" due east of Hwy 301. The Sunsets we loved is now blocked. Thank You for nothing. Our Water Stinks!

In 1890, a man named N. L. Clark built a much needed General Store. Later, a man named Hicks gave land for a railroad, which delivered the mail. Prior to that, it was delivered by horseback. Doc's Son, Harley D. Sweat, Bought the General Store in 1916, and improved it. It remains open today.

Doc Grady Sweat, Born in 1805, had sixteen (16) children. He produced the first of many, productive orange groves. Now, you will only find a "few" trees due to the housing "Developers" actions.



10/07/2011

REGINALD T. JOYNER

POB 598  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

THOMAS AND JOAN SCALES

POB 56  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RICHARD STANALAND

POB 304  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

LINDA TAYLOR

POX 658  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

MR. SNYDER

POB 38  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

ARTHUR C/O KAREN STANALAND

PO BOX 304  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

CLINT WINK

13010 FOXWAY TRAIL  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

VERONICA C/O DIXIE DONKEY BALL CO

PO BOX 417  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, slightly slanted style.

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

HARNEY AND VIRGINIA WHIDDEN

POB 535  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

GERALD DAVIS

POB 4  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

DEAN COOK

POB 206  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

GEORGE DONAHUE

POB 513  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

SARA AND JAMES DELEAU

POB 628  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

BALM BAPTIST CHURCH

POB 8  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

TRAVIS BRANDON

POB 144  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

BESSIE SWINT & FAMILY

PO BOX 307  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RICHARD BYNUM

15005 CARLTON LAKE ROAD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

TRAVIS BRANDON

POB 144  
BALM, FL 33503

Dear Postal Service Customer:

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In response to your letter:

- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

W. CHESTER MCKINNEY

PO BOX 256  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

MR. & MRS. ROBERT KUBIK

PO BOX 236  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOHN WILTSE

POB 211  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

LOUIS HAVERLOCH

PO BOX 567  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JAMES AND ROSE FRANKLAND

POB 25  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

KATHY TURNER

PO BOX 321  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

C.W.CAPPS

PO BOX 44  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOHN BROWN

PO BOX 391  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RONALD N DAVIS

PO BOX 14  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JAMES AND ROSE FRANKLAND

POB 25  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

DIXIE WILLIAMS

15341 CARLTON LAKE RD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

EDWARD AND VELMA WILSON

14845 BALM RD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

NISA VICHAIKUL

PO BOX 646  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

GRACE RITCHIE

15451 VIRGINIA ROSE LANE  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOHN CRAL

PO BOX 276  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

GEORGE AND MARILYN FEARS

POB 253  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect--both good and bad--into account before making our next review determination.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

GLEN AND BARB FISKE

POB 241  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOEL AND MARY CAPPS

PO BOX 103  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

BARBARA HOSKINS

POB 237  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

SOFIA HERNANDEZ

POB 596  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

KENETH L KLIEGER

PO BOX 393  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

ELIZABETH SWEAT

PO BOX 416  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

PETER DUCE

PO BOX 2  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

FALCON TOWING MECHANIC

PO BOX 554  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

ROMONA COVELY

10421 COUNTY RD 672  
RIVERVIEW, FL 33569

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JANET GOODSON

POB 246  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

DONNA STONER

POB 31  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

CHARLES COLLINS

15324 BALM ROAD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

LILIANO GARCIA SALAZAR

POB 705  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RAURDEO PERSAUD

PO BOX 511  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

WINK

POB 214  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RAURDEO PERSAUD

PO BOX 511  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RAFAEL CABALLERO

PO BOX 337  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

BRENT GUESS

POB 632  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

MARGARITO AND FRANCISCA VELIZ

POB 441  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

DANIEL AND PAMELA DIXON

POB 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

DANIEL AND PAMELA DIXON

POB 268  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

DANIEL AND PAMELA DIXON

POB 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Balm Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

If it is determined that a discontinuance of the Balm Post Office should be pursued, a formal proposal will be posted in the Wimauma Post Office and Balm Post Office at a later date. If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

LEROY MIDDLETON  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132

## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the BALM Post Office on 04/03/2011. Additionally, during the survey period, questionnaires were available at the BALM Post Office to walk-in retail customers.

### 1. Number of Questionnaires

Total Questionnaires distributed	<u>195</u>
Favorable to proposal	<u>1</u>
Unfavorable to proposal	<u>28</u>
Expressing no opinion	<u>25</u>
Total questionnaires received	<u>53</u>

## Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. Concern (No Opinion):

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

4. Concern (No Opinion):

No Concern

Response:

5. Concern (UnFavorable):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

6. Concern (UnFavorable):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

7. Concern (UnFavorable):

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

8. Concern (UnFavorable):

Customers expressed concern that postal employees at the adminoffice Post Office are rude

Response:

You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal

employees receive periodic instructions regarding employee courtesy. We do not tolerate our employees' conduct or their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

Concern (UnFavorable):

9. Customers felt the route should emanate from Riverview Post Office because that office is closer

Response:

You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.

Concern (UnFavorable):

10. Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

Concern (UnFavorable):

11. Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect--both good and bad--into account before making our next review determination.

Concern (UnFavorable):

12. Customers were concerned about later delivery of mail

Response:

You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

Concern (UnFavorable):

13. Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (UnFavorable):

14. No Concern

Response:

Concern (UnFavorable):

15. Stop Saturday delivery

Response:

The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.

Concern (UnFavorable):

16. You expressed a concern about traveling to another post office for service

Response:

You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient

carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

Concern (UnFavorable):

17. You expressed a concern that they requested and were denied rural delivery service

Response:

You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

Concern (UnFavorable):

18. You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

Concern (UnFavorable):

19. You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

#### Nonpostal Concerns

The following nonpostal concerns were expressed

Concern (UnFavorable):

1. Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

Response:

You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

# Community Meeting Roster

Date: 04/13/2011  
 Time: 10:30 am

Postal Service Representative (Names and Titles):

Cindy LeCompte Delivery Retail Analyst  
 Tracey Duran Customer Service Analyst  
 Gary Sawtelle, HQRS Communication  
 Leah Middleton MPD  
 Alan Stigall, Mail Consumer Affairs  
 Total Number of Customers Present: 53

Place: Balm Post Office

This document may become a part of the official record that will be available for public viewing.

## Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Barb Fiske	P.O. Box 241	33503	813-634-7021
Elen Fiske	P.O. Box 241	33503	813-634-7021
Danny Dixon, Sr.	P.O. Box 286	33503	813-634-8900
Pamela Dixon	P.O. Box 286	33503	813-634-8900
* Juan Pab	P.O. Box 554	33503	813-642-7120
MARIE LE BOUTE	P.O. Box 554	33503	813-466-526
* Tomas Bartolome	P.O. Box 305	33503	813-781-6861
* JOSE GARCIA	P.O. Box 533	33503	813-846-1034
* ALFONSO LARA	P.O. Box 308	33503-813	313-77-93
Jon WINTSC	P.O. 211	33503	813-633-1388
Kathy Turner	P.O. Box 321	33503	813-735-5569
ROSE FRANKLAND	P.O. Box 25	33503	813-634-9556
JAMES FRANKLAND	"	"	" "
Joel H. Capps	P.O. Box 103	33503	813-634-3756
Mary Capps	P.O. Box 103	33503	"
Alexandra D'Sa	P.O. Box 203	33503	813-634-4665
* ANTONIO PANIGL	P.O. Box 104	33502	813-672-1717
* SERAPIO ACOSTA	P.O. Box 505	33503	813-403-2543
* EDUARDO GONZALEZ	P.O. Box 505	33503	813-477-7534

### Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/13/2011  
 Time: 10:30 am

Total Number of Customers Present: \_\_\_\_\_

Place: Balm Post Office

This document may become a part of the official record that will be available for public viewing.

#### Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Wayne & Joyce Dupree	14625 Dupree Rd Wimauma, FL	33598	
Angela Burch	PO BOX 72 Balm	33503	(813) 633-2919
STUART Goodson	PO BOX 35	Balm 33503	813 633 4336
Patti Goodson	" "	" "	" "
Mr. Mrs. R. Kubik	P.O. Box 226	33503	684-5742
Arnold Davis	P.O. Box 9744	33503	634-3344
RICHARD STANALAN	PO BOX 304	33503	813 245-7231
J Bowman	PO 201 Balm	33503	6347844
Reginald T. Joyner	PO BOX 598	33503	813-633-8566
EDWARD WILSON	P.O. BOX 73	33503	813-633-3807
VELMA J WILSON	"	"	"
Brent Giness	PO BOX 632 & PO BOX 11		813-244-1916
Richard Benum	P.O. BOX 336	33503	813-295-3456
Mary C. Lambert	P.O. BOX 96	33503	813-633-1666
Elizabeth Sweat	P.O. Box 416	33503	813 634-6899
Jean Updilling	P.O. Box 416	33503	813 748-6399
Kathy Butler	P.O. Box 12	33503	813 635-6165
George & Marilyn Fears	P.O. Box 253	33503	813-633-1363



### Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/13/2011

Time: 10:30 am

Total Number of Customers Present: \_\_\_\_\_

Place: Balm Post Office

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Donna Dringgers	P.O. Box 413 Balm	33503	813-426-7872
<i>Observer</i> Melodi Jameson	Ruskin	33575	634-7775
William Cruz	P.O. Box 213, Balm	33503	(813) 634-7136
* NENE SLOCOMBE	P.O. Box 388, Balm	33503	(813) 428-0174
Reggie Butler	14495 Balm - Wilman Rd	33598	597-3648
Elizabeth Martinez	P.O. Box 225 Balm	33503	634-6818
Dung Nguyen	P.O. Box 322	33598	
Debra Garcia	P.O. Box 115	33503	
Sara Griner		33598	813 634-10302
* FRANK SLOCOMBE	P.O. Box 441	33503	813 633 5918
Barbara Haskins	P.O. Box 237	33503	813-234-3835
Hortensia Ortiz	P.O. Box 653		813-217-2704
* Abimael Ortiz	P.O. Box 653	33503	813-217-2704

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. Concern (UnFavorable):  
Customers expressed concern over a postal representative not being customer oriented  
Response:  
You expressed a comment that the postal representative's community meeting notification letter was deceptive. If there was a misinterpretation of any of the data provided, that was not the intention of the Postal Service. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
2. Concern (UnFavorable):  
You expressed a concern that they requested and were denied rural delivery service  
Response:  
You expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.
3. Concern (UnFavorable):  
Customers were concerned about obtaining services from the carrier  
Response:  
You were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

4. Concern (UnFavorable):  
You were concerned about having to travel to another post office for service  
Response:  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

5. Concern (Unfavorable):  
Customers wanted to know why the customer lines were so long at the Wimauma Post Office  
Response:  
You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
6. Concern (Unfavorable):  
Customers expressed concern for those customers with disabilities who are not able to go to Wimauma Post Office to pick up their mail  
Response:  
You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
7. Concern (Unfavorable):  
Customers felt the loss of a post office would have a detrimental effect on the business community  
Response:  
You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
8. Concern (Unfavorable):  
Customers asked why their post office was being discontinued while others were retained  
Response:  
You asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
9. Concern (Unfavorable):  
Customers expressed concern for loss of community identity  
Response:  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
10. Concern (Unfavorable):  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community  
Response:  
You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
11. Concern (Unfavorable):  
Customers felt the cost of postage was increasing while service was decreasing  
Response:  
You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
12. Concern (Unfavorable):  
Customer expressed a concern about nonpostal services  
Response:  
You expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
13. Concern (Unfavorable):  
Customer expressed a concern about package delivery and pickup  
Response:

red expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

**Nonpostal Concerns**



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03/31/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Balm Post Office on 04/13/2011 from 10:30 am to 11:30 am to answer questions and provide information about our service.

If you have any questions, you may contact Tracey Duran at (813) 354-6135.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
Manager, Post Office Operations



**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569



**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569

## Proposal Checklist

### Section I Responsiveness to Community Postal Needs

X	Tell what we are doing and why.
X	Is reason for discontinuance justified and documented in the record?
N/A	If suspended, what type of alternate service customers are now receiving?
X	Reason for vacancy and information on postmaster/OIC
X	Number of customers and type of service they received and will receive.
X	Hours of service, daily window transaction average, number of permit mailers, and postage meter users.
X	Last three fiscal years of revenue and revenue units.
X	Decline in service workload/reduction in EAS level, if appropriate.
X	Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.
X	Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.
X	If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.
X	Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.
X	Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.
X	Information on petitions and congressional inquiries included with Postal Service responses.
X	Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.
X	Advantages and disadvantages of proposed alternate service.
X	Any other pertinent information concerning Postal Service needs.

### Section II Effect on the Community

X	Brief background of area, community government, population, etc.
X	Number of businesses, religious institutions, schools, local government offices, social organizations, etc.
N	Was Post Office used as meeting place?
N	Was Post Office a shelter for a bus stop?
N	Did the Post Office have a public bulletin board?
X	Were government forms available at the Post Office?
X	Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?
N/A	What is the historical value of the office?
N	Is an address change necessary?
Y	Will the community identity be preserved?
FLAT	What are the growth trends (flat, up, down)?
N	Were any other nonpostal items identified?



### Section III Effect on Employees

- X   Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

### Section IV Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-_13_, Minimum, no COLA) \$	36,381
Fringe benefits 33.5% \$	12,187
Rental costs, excluding utilities \$	8,400
Total annual costs \$	56,968
Less estimated cost of replacement service -	0
Total annual savings \$	56,968
<u>  X  </u> A one-time expense of \$ 1,000 will be/was incurred for installation of CBUs and parcel lockers.	1,000
<u>  Y  </u> Is postmaster salary based on the minimum salary without COLA?	
<u>  N  </u> Does postmaster salary reflect the current office evaluation?	
	WCS-11

### Section V Other Factors

- X   The Postal Service has identified no other factors for consideration (if appropriate).
- N/A   List other factors as appropriate.
- N/A   Other factors when replacement service is a CPO.

### Section VI Summary

- X   The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

### Section VII Notices

- X   Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By: Tracey Duran date: 10/7/2011  
Investigative Coordinator Cindy LeCompte  
Reviewed and Certified By: Tracey Duran date: 10/7/2011  
District PO Review Coordinator Cindy LeCompte



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04/25/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the BALM Post Office  
Docket No. 1353954

This is to advise you that on 05/05/2011, I will post for public comment a proposal to close the BALM Post Office in HILLSBOROUGH, Congressional District No. 12th.

If you have any questions, please call TRACEY DURAN District Review Coordinator at (813) 354-6135.

A handwritten signature in black ink, appearing to read "David Patterson", with a stylized, cursive script.

DAVID PATTERSON  
District Manager  
SUNCOAST PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



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04/25/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
BALM Proposal  
Docket No. 1353954 - 33503

Please post the enclosed proposal to close the BALM Post Office in the lobby. The proposal must be posted in a prominent place from 05/05/2011 through close of business on 07/06/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (813) 354-6135.

A handwritten signature in black ink, appearing to read "Tracey Duran", with a long horizontal flourish extending to the right.

TRACEY DURAN  
Post Office Review Coordinator  
SUNCOAST PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 05/05/2011

Date of Removal: 07/06/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CONSOLIDATE THE BALM, FL POST OFFICE AND CONTINUE TO PROVIDE A INDEPENDENT POST OFFICE

To the customers of the Balm Post Office:

The Postal Service is considering the consolidation of the Balm Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/05/2011 through 07/06/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Balm Post Office and Wimauma Post Office . If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

TRACEY DURAN  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL 33607-7132

For more information, you may call TRACEY DURAN at (813) 354-6135 or write to the above address.

Thank you for your assistance.

A handwritten signature in black ink, appearing to read "Leroy Middleton". The signature is written in a cursive, flowing style.

LEROY MIDDLETON  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL 33607-7132

Date of Posting: 05/05/2011

Posting Round Date:

Date of Removal: 07/06/2011

Removal Round Date:

PROPOSAL TO CONSOLIDATE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
A INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

A classified branch is operated by carrier postal employees and provides the same services as an independent post office, except for postage meter setting and acceptance of permit mail.

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accommodate the retail and box section.

The Balm Post Office, an EAS-13 level, provides service from 08:00 - 12:30 - 13:00 - 15:00 Monday - Friday , Closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 261 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 36 transaction(s) accounting for 43 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: \$59,177 ( 154 revenue units) in FY 2008; \$56,819 ( 148 revenue units) in FY 2009; and \$53,012 ( 138 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

The classified branch will provide much of the same services as a post office, except for permit mail acceptance and postage meter settings. Retail service is also available at the Wimauma Post Office, an EAS-18 level office located 5.4 miles away. Window service hours are from 09:00 - 16:00, Monday through Friday, and Closed on Saturday. There are 629 post office boxes available.

On April 13, 2011, representatives from the Postal Service were available at Balm Post Office to answer questions and provide information to customers. 53 customer(s) attended the meeting.

On April 03, 2011, 195 questionnaires were distributed to delivery customers of the Balm Post Office. Questionnaires were also available over the counter for retail customers at the Balm Post Office. 53 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 28 unfavorable, and 25 expressed no opinion.

If this proposal is implemented, delivery services will be provided by the Wimauma Post Office, an EAS-18 level office. Retail and PO Box service will still be available at the Balm Post Office.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or

with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. **Concern:**

Customers expressed concern that postal employees at the adminoffice Post Office are rude

**Response:**

The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

5. **Concern:**

Customers felt the route should emanate from Riverview Post Office because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.

6. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

7. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect--both good and bad--into account before making our next review determination.

8. **Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

9. **Concern:**

Customers were concerned about mail security

**Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:** Stop Saturday delivery

**Response:** The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.

11. **Concern:** You expressed a concern about traveling to another post office for service

**Response:** You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

12. **Concern:** You expressed a concern that they requested and were denied rural delivery service

**Response:** The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

13. **Concern:** You were concerned about having to travel to another post office for service

**Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

14. **Concern:** You were concerned about having to travel to another post office for service



**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

15. **Concern:**

Box at Wimauma and curbside delivery

**Response:**

The cost of renting a PO Box at Wimauma will be the same as the cost at the Balm Post Office. Since you pay for box rental, you would be entitled to curbside delivery at no cost if you so choose. Your curbside delivery would be for mail addressed to your physical Wimauma address and Wimauma zip code, and mail sent to your Balm PO Box number and zip code would go to your PO Box at Wimauma.

16. **Concern:**

Customer stated that driving the number of miles listed between the offices would create a financial hardship.

**Response:**

Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

17. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

18. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although Balm Post Office is a well-known landmark, it is not a Florida Historical landmark.

19. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

20. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

21. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
22. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
23. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox. If you do elect to use curbside delivery, services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
24. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
25. **Concern:** Establish rural route in Balm
- Response:** According to U.S. Postal Standards, all customers are entitled to one form of free delivery. Establishment of delivery routes and their office origination is contingent on many factors, both internal and external. We have determined that it would not be cost-effective to establish a rural route from Balm Post Office.
26. **Concern:** Hardship to drive to new Post Office
- Response:** Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers. We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
27. **Concern:** Mail theft
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
28. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
29. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
30. **Concern:** The PO Boxes at Wimauma are duplicate numbers of the PO Boxes currently at Balm.

**Response:**

Even though some of the PO Box numbers are the same at Balm and at Wimauma, you will retain your unique Balm address and unique zip code, 33503. Many Post Offices have duplicate numbering, it is your zip code that segregates your mail.

31. **Concern:**

You expressed a concern about traveling to the Wimauma or Riverview Post Offices for service.

**Response:**

We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

32. **Concern:**

Customer expressed a concern about nonpostal services

**Response:**

The customer expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

33. **Concern:**

Customer expressed a concern about package delivery and pickup

**Response:**

You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

34. **Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

35. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Wimauma Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

36. **Concern:**

Customers expressed concern over a postal representative not being customer oriented

**Response:**

The customer expressed a comment that the postal representative's community meeting notification letter was deceptive. If there was a misinterpretation of any of the data provided, that was not the intention of the Postal Service. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

37. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

38. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing

**Response:**

The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

39. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

40. **Concern:**

Customers wanted to know why the customer lines were so long at the Wimauma Post Office

**Response:**

The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so as to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

41. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed

money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

**Some advantages of the proposal are:**

1. Maintains a postal facility and retail outlet in the community.
2. Customers will continue to use the same mailing address and ZIP Code. There will be no change to customers' addresses.
3. The unit will continue to provide nonpostal services, a community gathering place and information center.
4. Provides the same retail service as an independent post office.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

**Some disadvantages of the proposal are:**

1. Loss of an independent post office in the community.
2. Loss of a postmaster position.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Balm is an unincorporated community located in HILLSBOROUGH County. The community is administered politically by Hillsborough Co.. Police protection is provided by the Hillsborough Co.. Fire protection is provided by the Hillsborough Co.. The community is comprised of Balm's geographic/economic make-up of the community is predominately agricultural farming and migrant workers, as well as a mix of retirees and self-employed residents., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Balm Groves, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding; J&K Wirelathing, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Wink Stucco, Water Purification, Floors by Mike, Trans Farms, Stucco Specialist of FL, Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Balm Post Office will continue to be provided by the Balm Post Office .

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- Concern:** Customer stated that driving the number of miles listed between the offices would create a financial hardship

**Response:**

Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

3. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

4. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 84,241 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 56,810
Fringe Benefits @ 33.5%	\$ 19,031
Annual Lease Costs	<u>+ \$ 8,400</u>
Total Annual Costs	\$ 84,241
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 84,241</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

The postmaster was promoted on June 05, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by independent post office.

The Balm Post Office provided delivery and retail service to 261 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 36. There are two permit mailers or postage meter customers.

A classified branch will continue to provide the same services as an independent post office, except for permit mailings and meter settings. There will be a loss of the postmaster position. However, the branch will be operated by career postal employees. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. Customers will experience no change in address. The Postal Service will save an estimated \$84,241 annually. The branch will be administered and supervised by the Postal Service to ensure that high standards of service are maintained.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Balm Post Office and Wimauma Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to consolidate this post office. If a final determination is made to consolidate this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



LEROY MIDDLETON  
Manager, Post Office Operations

05/05/2011  
Date



## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

---

---

Mailing Address

City, State, and ZIP Code

---

Date



---

07/06/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/06/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

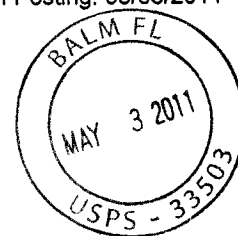
Sincerely,

A handwritten signature in dark ink, appearing to read "Tracey Duran", with a long horizontal flourish extending to the right.

TRACEY DURAN  
Post Office Review Coordinator  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL 33607-7132

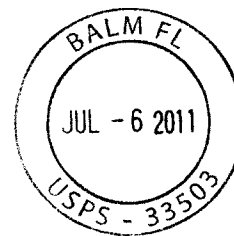
Date of Posting: 05/05/2011

Posting Round Date:



Date of Removal: 07/06/2011

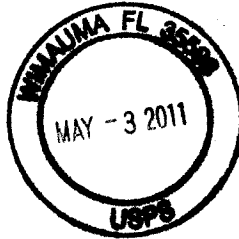
Removal Round Date:



PROPOSAL TO CLOSE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503

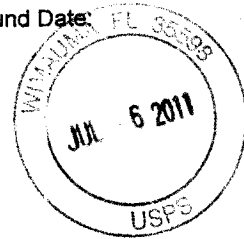
Date of Posting: 05/05/2011



Posting Round Date:

Date of Removal: 07/06/2011

Removal Round Date:

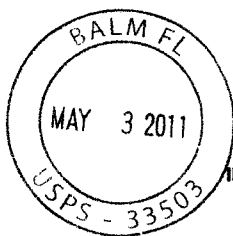


PROPOSAL TO CLOSE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503

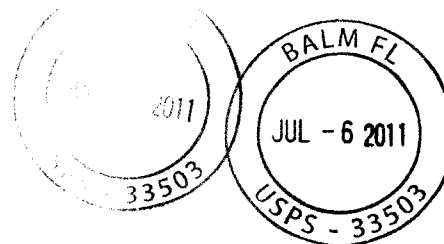
Date of Posting: 05/05/2011

Date of Removal: 07/06/2011



**UNITED STATES POSTAL SERVICE**

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE



To the customers of the Balm Post Office:

The Postal Service is considering the close of the Balm Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/05/2011 through 07/06/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Balm Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

CINDY LECOMPTE  
2203 N LOIS AVENUE  
TAMPA, FL 33607-9998

For more information, you may call CINDY LECOMPTE at (813) 354-6035 or write to the above address.

Thank you for your assistance.

LEROY MIDDLETON  
2203 N LOIS AVENUE  
TAMPA, FL 33607-9998

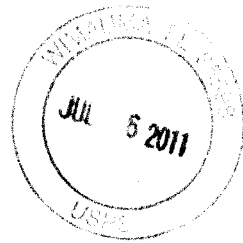
Date of Posting: 05/05/2011

Date of Removal: 07/06/2011



**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY INDEPENDENT POST OFFICE**



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Thank you for your assistance.

LEROY MIDDLETON  
2203 N LOIS AVENUE  
TAMPA, FL 33607-9998



**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 07/06/2011

Postal Customers of the Balm Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Balm Post Office, which was posted 05/05/2011 through 07/06/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Balm Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

LEROY MIDDLETON  
2203 N LOIS AVENUE  
TAMPA, FL 33607-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It Can't be economical to have rural delivery person's running around putting mail in boxes or secure. Don't make our TOWN GO AWAY AND remove from G.P.S.,

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

GANG related LOGOS have been painted ALL OVER OUTSIDE WALLS OF Wimauma POST OFFICE (S.I.R.13)

"GANG"  
Don't Put a mailbox in front of my House and

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. <sup>Tell me I live in Wimauma</sup> RE: BOXES;

ALL OF BALM POST OFFICE ARE DUPLICATED AT WIMAUMA POST OFFICE IN OTHER NAMES, THERE IS NO ROOM THERE FOR OTHER BOXES.

DANIEL B. DIXON, Sr.

*Daniel B. Dixon Sr.*

Name of Postal Customer

Signature of Postal Customer

P.O. Box 286

Mailing Address

BALM, FL 33503

City, State, and ZIP Code

06/25/11

Date

Mail to: Cindy LeCompte  
2203 N. Lois Ave  
Tampa FL 33607-9998

\* Must be received by JULY 6, 2011



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Our Mail is our personal information. We like the security of our P.O. Box (and Lockers for important packages.) Identify theft has caused a problem in this country and Roadside mail boxes is not secure, Not a Demand!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Money is tight, GAS is not free. THIS proposes a burden on many families in Balm, THIS is a national problem? Yes indeed! Balm Post Office is very important to this community. By the way, who pays your salary?

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We love Balm, FL. 33503. What gives you the right to remove us off the map and G.P.S.? We AS TAXPAYERS SPEAK OUT (AGAIN) BALM IS ALSO A HISTORICAL LANDMARK STOP IT!

Pamela DIXON

Name of Postal Customer

*Pamela Dixon*

Signature of Postal Customer

P.O. BOX 286

Mailing Address

BALM, FL. 33503

City, State, and ZIP Code

06/24/11

Date

Mail to: Cindy LeCompte  
2203 N. Lois Ave  
Tampa FL 33607-9998

\* Must be received by JULY 6, 2011

## Optional Comment Form

Comments I wish to make concerning the proposed discontinuance of the BALM Post

Describe any favorable or unfavorable effects you  
perceive or effectiveness of your postal services.

more secure then  
constant mail

Optional Comment Form

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Because the Post office is more secure than a mail box. Because the can take important mail and can steal my Identity so we need are Post office for security

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

well it helps the community Because we have a sense of security. That will eliminate Identity theft and we have are Post office a long time.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

In my opinion we should leave are Post office Because it necessary

MANUEL GOMEZ

Name of Postal Customer

Manuel Gomez

Signature of Postal Customer

VICENTIA GOMEZ

P.O. BOX 381

Mailing Address

BALM. FL. 33503

City, State, and ZIP Code

6-9-11

JAKE CAMBLL Date

Mail to: Cindy LeCompte  
2203 N. Lois Ave  
Tampa FL 33607-9998

\* Must be received by JULY 6, 2011

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
Unfavorable: I would have to drive further to get my mail.  
I would have to worry about packages being safe in ~~a~~ residential mailbox.  
~~Even when~~ My mail is safer at a box and when I'm on vacation my mail is safe.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
~~For~~ The post office makes Balm a community: people have a place that determines the center of town. Without a post office there really isn't a town of Balm, mail delivery for rural routes would be the city of Wimauma.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
Why can't our Balm post office be the rural route for all of Balm from 672 to 674.  
Let there be mail trucks that load and unload and delivered from Balm?

Virginia Jennings (James)      Virginia Jennings  
Name of Postal Customer      Signature of Postal Customer  
P.O. Box 402  
Mailing Address  
Balm, FL 33503      5/31/11  
City, State, and ZIP Code      Date

Docket # 1353954 - 33503

# Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

## Postal Services

- |  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick-up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Postal Services

- |                                  |                              |  |   |
|----------------------------------|------------------------------|--|---|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO            | ? |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |   |

## Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES            | <input type="checkbox"/> NO            |

If yes, please explain:

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:

*we were told we could not have a public bulletin board !!*

*D/K*

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

In our rural area, many times the mailbox (by the road) is far from our houses, or obscured by trees so that it can't be viewed from the house — therefore

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping Riverview

☐

Personal needs

☒

Banking Riverview

☐

Employment

☐

Social needs

5. Do you currently use local businesses in the community?

☒

Yes

☐

No

If yes, would you continue to use them if the Post Office is discontinued?

☐

Yes

☒

No

if the p.o. is discontinued it will be the death sentence of our Balm community!

Name: Marcella

Kermit O'Steer

Address:

P.O. Box 212 Balm 33503

15133 Carleton  
Lk Rd

Telephone:

813 633-5200

Date:

3/30/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DO NOT CLOSE  
OUR P.O.!!

in our community so that we can have a safe way to receive all of our mail! Vandalism on rural mailboxes is a huge problem.

the mailbox is not SECURE from theft. This is the reason many people, myself included, rely on having a post office/p.o. box near us



# Balm Civic Association

*Preserving the Rural Heritage  
of Historic Balm*



March 30, 2011

Dear Mr. Middleton:

I am writing on behalf of the members of the Balm Civic Association to strongly oppose the closing of the Balm Post Office.

The Balm community, in existence since the late 19<sup>th</sup> century, has valued the presence of our post office since 1905, for over 100 years. The Balm Post Office is one of the oldest in Hillsborough County.

Our post office is very important to the residents of Balm, providing the usual postal services as well as serving as the very heart of our tiny rural community. People meet at the post office -- it is much more than a mere purveyor of postage.

People do not want to have to drive all the way to Wimauma for their postal services. With the cost of gas rising by the day, this would be an added hardship for many residents. The post office also serves a significant number of our Hispanic community.

Balm does not have any other federal government offices/ buildings/services...the post office is the only one we have and *we want to keep it* by whatever means possible.

Though the 2010 census appears to reflect "no growth" in the Balm area, that will no doubt change in the future and Balm will continue to need our post office. Please do not close our post office -- its importance to the Balm community is huge -- far exceeding its size.

Sincerely,

*Marcella O'Steen*

P6B 283

Marcella O'Steen, President  
Balm Civic Association

rcvd 6/23

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

**A Total Inconvenience. Wimauma Is Not A Safe Community For My Wife To Travel To The Post Office. The Distance Is Much Too Far. Route Boxes Are Unsafe For Our Receivables, Due to Theft. We Have Seen People Going Into Boxes That Do Not Belong To Them Right Here In Our Community. We Will Have To Change Our Mailing Procedures Should Balm Lose Our Post Office.**

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

**Balm People Are Like Family. Several Generations Grew Up In This Postal Community Of Balm, 33503. Balm, Fl. 33503 Is Our Heritage. For You To Totally Disregard The Attachment Of Our Community To Our Balm Post Office Speaks Loudly To The "Don't Care" Attitude You Have To Our Small Community.**

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

**We Were Told PERSONALLY, At The Meeting At The Post Office, By YOUR Postal Authorities, That Our Zip Code Of 33503 Would Be Preserved In The National Directory. They Lied. When I Went To Pay My Bill Online With TECO It Would Not Take 33503, Only 33598. When We Give Truck Drivers GPS Address, It Will Not Take 33503, Only 33598. To You, People DON'T Matter.**

Name of Postal Customer

STUART & PATTI Gordon

Signature of Postal Customer

*[Signature]*

Mailing Address

P.O. Box 35 **BALM** FL **33503**

City, State, and ZIP Code

14 June 2011

Date

Mail to: Cindy LeCompte  
2203 N. Lois Ave  
Tampa FL 33607-9998

\* Must be received by JULY 6, 2011



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
  
  
  
  
  
  
  
  
  
  
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
  
  
  
  
  
  
  
  
  
  
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*We need our post office. It is very handy for mailing packages + ex*

Robert H. & Barbara J. May      Barbara J. May  
Name of Postal Customer      Signature of Postal Customer

PO Box 101  
Mailing Address

Balm FL 33503-0101  
City, State, and ZIP Code

5/10/11  
Date

Ryan & Melody Jolley

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- |                                  |                                     |                              |    |
|----------------------------------|-------------------------------------|------------------------------|----|
| a. Entering permit mailings      | <input checked="" type="checkbox"/> | YES <input type="checkbox"/> | NO |
| b. Resetting/using postage meter | <input checked="" type="checkbox"/> | YES <input type="checkbox"/> | NO |

#### Nonpostal Services

- |   |                                     |   |    |
|---|-------------------------------------|---|----|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> | YES <input type="checkbox"/>            | NO |
| b. Using for school bus stop                                  | <input type="checkbox"/>            | YES <input checked="" type="checkbox"/> | NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/>            | YES <input checked="" type="checkbox"/> | NO |

If yes, please explain:

- |                                |                                     |                              |    |
|--------------------------------|-------------------------------------|------------------------------|----|
| d. Using public bulletin board | <input checked="" type="checkbox"/> | YES <input type="checkbox"/> | NO |
| e. Other                       | <input checked="" type="checkbox"/> | YES <input type="checkbox"/> | NO |

If yes, please explain:

Social exchange of information / assistance.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: Mail box opens and the heavy truck traffic scatters my mail for miles down CR 1672.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒  
☒  
☒  
☒  
☒

Shopping Riverview / Brandon

Personal needs Brandon

Banking Riverview / Rustin

Employment Brandon

Social needs Riverview, Brandon

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Ryan & Melody Jolley

Address:

PO Box 418

Telephone:

813-633-5002

Date:

4/8/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

This post office has been in operation for over 100 years - the historical value alone is worth keeping the post office open. Balm has very little ~~community~~ community services - please do not take the one service we so desperately need. We have used this post office for over 30 years.

Sincerely,

Ryan & Melody Jolley

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We live within a block of the Balm Post Office. I don't think we will get home delivery as we live on a "so called private street" (Scant St.) If no delivery we would have to drive to Wimauna to get our mail, approx 6 miles 12 round trip)

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Balm Post Office is the focal point of our community. It could be used in other ways to help our comm. like being able to pay bills there, Teco. etc. Also a great reference point in giving directions nothing like a American flag to tell where to go!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

How much will it cost to have a PO Box, Balm IL 33503 at the Wimauna Post Office? And can we still have home route delivery using the Wimauna Address? Zip if we have a Box at the Wimauna Post Office?

Name of Postal Customer

P.O. Box 103

Mailing Address

Balm IL 33503

City, State, and ZIP Code

Signature of Postal Customer

Date

5-9-11

# Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. <del>Pick up Post Office box mail</del>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better      ☐ Just as Good      ☐ No Opinion      ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping  
☒ Personal needs  
☐ Banking  
☐ Employment  
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Southeast Landfill

Address: P.O. 627 Balm, FL 33503

Telephone: 813-634-9203

Date: 6-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any ~~favorable or unfavorable~~ effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*This is the best place to do  
my shipping, mailing, stamps  
etc.  
I love it!*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*It makes us a community  
We won't be any part of a community  
w/o it.*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*I love this Post Office! Do NOT  
CLOSE!!*

*Amy Thomas*  
Name of Postal Customer

*Amy Thomas*  
Signature of Postal Customer

*13435 Burnett St.*  
Mailing Address

*Wimauma, FL 33598*  
City, State, and ZIP Code

*5-27-11*  
Date

No Customer Name #1

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BALM Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- |                                  |                          |     |                                     |    |
|----------------------------------|--------------------------|-----|-------------------------------------|----|
| a. Entering permit mailings      | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| b. Resetting/using postage meter | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |

#### Nonpostal Services

- |   |                          |     |                                     |    |
|---|--------------------------|-----|-------------------------------------|----|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |

If yes, please explain:

- |                                |                                     |     |                          |    |
|--------------------------------|-------------------------------------|-----|--------------------------|----|
| d. Using public bulletin board | <input checked="" type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| e. Other                       | <input type="checkbox"/>            | YES | <input type="checkbox"/> | NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                          |     |                                     |    |
|--------------------------|-----|-------------------------------------|----|
| <input type="checkbox"/> | YES | <input checked="" type="checkbox"/> | NO |
|--------------------------|-----|-------------------------------------|----|

If yes, please explain:



No Customer name #1

If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Riverview	Big Bend Rd
<input checked="" type="checkbox"/>	Personal needs	Riverview	Big Bend Rd
<input checked="" type="checkbox"/>	Banking	Riverview	Big Bend Rd
<input type="checkbox"/>	Employment		
<input checked="" type="checkbox"/>	Social needs	Riverview	Big Bend Rd

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Address:

Telephone:

Date:

4/20/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



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No Customer

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the KENANSVILLE Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

No Customer

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

letter answered 7/28/11, but  
proposal was already submitted  
to HQ, so not part of their official record

Balm

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BALM Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Reduced mail service and/or security - self evident.  
Outbox mailer and seldom drive to Wimauma and/or  
Riverview.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Loss of identity. Swallowed by Wimauma or  
Riverview, both many miles away

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Suggest reducing hours open but keep boxes  
available 24/7 @ Balm PO.

EDWARD E. WILSON

Edward E. Wilson

Name of Postal Customer

Signature of Postal Customer

PO BOX 73

Mailing Address

BALM FL 33503

JUNE 9, 2011

City, State, and ZIP Code

Date

J. CAMPBELL

Mail to: Cindy LeCompte  
2203 N. Lois Ave  
Tampa FL 33607-9998

633-3807

\* Must be received by JULY 6, 2011



10/07/2011

DANIEL DIXON

POB 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- Even though some of the PO Box numbers are the same at Balm and at Wimauma, you will retain your unique Balm address and unique zip code, 33503. Many Post Offices have duplicate numbering, it is your zip code that segregates your mail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

MANUEL GOMEZ

PO BOX 381  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

VIRGINIA JENNINGS

PO BOX 402  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
- You express concern about the number of miles on the customer notification letter. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
- According to U.S. Postal Standards, all customers are entitled to one form of free delivery. Establishment of delivery routes and their office origination is contingent on many factors, both internal and external. We have determined that it would not be cost-effective to establish a rural route from Balm Post Office.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

MARCELLA AND KERMIT O'STEEN

PO BOX 212  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

BALM CIVIC ASSOCIATION

PO BOX 283  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although Balm Post Office is a well-known landmark, it is not a Florida Historical landmark.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You express concern about the number of miles on the customer notification letter. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

STUART AND PATTI GOODSON

POB 35  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

STUART AND PATTI GOODSON

PO BOX 35  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

ROBERT AND BARBARA GAY

PO BOX 101  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

VIRGINIA JENNINGS

PO BOX 402  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

RYAN AND MELODY JOLLEY

PO BOX 418  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOEL AND MARY CAPPS

PO BOX 103  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers. We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

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Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

JOEL AND MARY CAPPS

PO BOX 103  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The cost of renting a PO Box at Wimauma will be the same as the cost at the Balm Post Office. Since you pay for box rental, you would be entitled to curbside delivery at no cost if you so choose. Your curbside delivery would be for mail addressed to your physical Wimauma address and Wimauma zip code, and mail sent to your Balm PO Box number and zip code would go to your PO Box at Wimauma.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

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Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132





10/07/2011

SOUTHEAST LANDFILL

PO BOX 627  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

AMY THOMAS

13435 BURNETT RD  
WIMAUMA, FL 33598

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton". The signature is written in a cursive, flowing style.

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

PAMELA DIXON

PO BOX 286  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about having to travel to another Post Office for service. Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox. If you do elect to use curbside delivery, services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



10/07/2011

EDWARD WILSON

PO BOX 73  
BALM, FL 33503

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Balm Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Tracey Duran at (813) 354-6135.

Sincerely,

A handwritten signature in black ink that reads "Leroy Middleton".

Leroy Middleton  
Manager, Post Office Operations  
2203 N Lois Avenue Ste 1032  
Tampa, FL, 33607-7132



**A. Office**

Name: BALM State: FL Zip Code: 33503  
Area: SOUTHWEST District: SUNCOAST PFC  
Congressional District: 12th County: HILLSBOROUGH  
EAS Grade: 13 Finance Number: 110495  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Tracey Duran  
Title: SUNCOAST PFC Post Office Review Coordinator  
Tele No: (813) 354-6135

Date: 10/07/2011  
Fax No: (601)  
306-6569

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	40
Favorable comments	0
Unfavorable comments	22
No opinion expressed	0
Total comments returned	22

### Postal Concerns

The following postal concerns were expressed

- Concern (UnFavorable):  
Box at Wimauma and curbside delivery  
Response:  
The cost of renting a PO Box at Wimauma will be the same as the cost at the Balm Post Office. Since you pay for box rental, you would be entitled to curbside delivery at no cost if you so choose. Your curbside delivery would be for mail addressed to your physical Wimauma address and Wimauma zip code, and mail sent to your Balm PO Box number and zip code would go to your PO Box at Wimauma.
- Concern (UnFavorable):  
Customer stated that driving the number of miles listed between the offices would create a financial hardship.  
Response:  
Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
- Concern (UnFavorable):  
Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.  
Response:  
The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Concern (UnFavorable):  
Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.  
Response:  
The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although Balm Post Office is a well-known landmark, it is not a Florida Historical landmark.
- Concern (UnFavorable):  
Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.  
Response:  
The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- Concern (UnFavorable):  
Customers expressed concern for loss of community identity.  
Response:  
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- Concern (UnFavorable):  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.  
Response:  
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- Concern (UnFavorable):  
Customers questioned the economic savings of the proposed discontinuance.  
Response:  
Carrier service is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- Concern (UnFavorable):  
Customers were concerned about having to travel to another Post Office for service.  
Response:  
Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox. If you do elect to use curbside delivery, services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
- Concern (UnFavorable):  
Customers were concerned about mail security.  
Response:  
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern (UnFavorable):  
Establish rural route in Balm  
Response:  
According to U.S. Postal Standards, all customers are entitled to one form of free delivery. Establishment of delivery routes and their office origination is contingent on many factors, both internal and external. We have determined that it would not be cost-effective to establish a rural route from Balm Post Office.

12. Concern (Unfavorable):  
Hardship to drive to new Post Office  
Response:  
Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers. We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
13. Concern (Unfavorable):  
Mail theft  
Response:  
Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
14. Concern (Unfavorable):  
Mail theft/security  
Response:  
Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
15. Concern (Unfavorable):  
Mail theft/security  
Response:  
Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
16. Concern (Unfavorable):  
No Concern  
Response:  
We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
17. Concern (Unfavorable):  
The PO Boxes at Wimauma are duplicate numbers of the PO Boxes currently at Balm.  
Response:  
Even though some of the PO Box numbers are the same at Balm and at Wimauma, you will retain your unique Balm address and unique zip code, 33503. Many Post Offices have duplicate numbering, it is your zip code that segregates your mail.
18. Concern (Unfavorable):  
You expressed a concern about traveling to the Wimauma or Riverview Post Offices for service.  
Response:  
We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

#### Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Unfavorable):  
Customer stated that driving the number of miles listed between the offices would create a financial hardship  
Response:  
Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
2. Concern (Unfavorable):  
Customers expressed concern for loss of community identity.  
Response:  
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
3. Concern (Unfavorable):  
Customers were concerned about the loss of a gathering place and an information center.  
Response:  
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
4. Concern (Unfavorable):  
No Concern  
Response:  
We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

Date of Posting: 05/05/2011

Posting Round Date:

Date of Removal: 07/06/2011

Removal Round Date:

PROPOSAL TO CONSOLIDATE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
A INDEPENDENT POST OFFICE  
(REVISED)

DOCKET NUMBER 1353954 - 33503



## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

A classified branch is operated by carrier postal employees and provides the same services as an independent post office, except for postage meter setting and acceptance of permit mail.

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accommodate the retail and box section.

The Balm Post Office, an EAS-13 level, provides service from 08:00 - 12:30 - 13:00 - 15:00 Monday - Friday , Closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 261 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 36 transaction(s) accounting for 43 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: \$59,177 ( 154 revenue units) in FY 2008; \$56,819 ( 148 revenue units) in FY 2009; and \$53,012 ( 138 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

The classified branch will provide much of the same services as a post office, except for permit mail acceptance and postage meter settings. Retail service is also available at the Wimauma Post Office, an EAS-18 level office located 5.4 miles away. Window service hours are from 09:00 - 16:00, Monday through Friday, and Closed on Saturday. There are 629 post office boxes available.

On April 13, 2011, representatives from the Postal Service were available at Balm Post Office to answer questions and provide information to customers. 53 customer(s) attended the meeting.

On April 03, 2011, 195 questionnaires were distributed to delivery customers of the Balm Post Office. Questionnaires were also available over the counter for retail customers at the Balm Post Office. 53 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 28 unfavorable, and 25 expressed no opinion.

If this proposal is implemented, delivery services will be provided by the Wimauma Post Office, an EAS-18 level office. Retail and PO Box service will still be available at the Balm Post Office.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or

with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. **Concern:** Customers expressed concern that postal employees at the adminoffice Post Office are rude
- Response:** The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
5. **Concern:** Customers felt the route should emanate from Riverview Post Office because that office is closer
- Response:** The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.
6. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
7. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect--both good and bad--into account before making our next review determination.
8. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
9. **Concern:** Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

10. **Concern:**

Stop Saturday delivery

**Response:**

The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.

11. **Concern:**

You expressed a concern about traveling to another post office for service

**Response:**

You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

12. **Concern:**

You expressed a concern that they requested and were denied rural delivery service

**Response:**

The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.

13. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

14. **Concern:**

You were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

15. **Concern:**

Box at Wimauma and curbside delivery

**Response:**

The cost of renting a PO Box at Wimauma will be the same as the cost at the Balm Post Office. Since you pay for box rental, you would be entitled to curbside delivery at no cost if you so choose. Your curbside delivery would be for mail addressed to your physical Wimauma address and Wimauma zip code, and mail sent to your Balm PO Box number and zip code would go to your PO Box at Wimauma.

16. **Concern:**

Customer stated that driving the number of miles listed between the offices would create a financial hardship.

**Response:**

Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

17. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

18. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although Balm Post Office is a well-known landmark, it is not a Florida Historical landmark.

19. **Concern:**

Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.

**Response:**

The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

20. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

21. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
22. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
23. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox. If you do elect to use curbside delivery, services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
24. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
25. **Concern:** Establish rural route in Balm
- Response:** According to U.S. Postal Standards, all customers are entitled to one form of free delivery. Establishment of delivery routes and their office origination is contingent on many factors, both internal and external. We have determined that it would not be cost-effective to establish a rural route from Balm Post Office.
26. **Concern:** Hardship to drive to new Post Office
- Response:** Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers. We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
27. **Concern:** Mail theft
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
28. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
29. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
30. **Concern:** The PO Boxes at Wimauma are duplicate numbers of the PO Boxes currently at Balm.

**Response:** Even though some of the PO Box numbers are the same at Balm and at Wimauma, you will retain your unique Balm address and unique zip code, 33503. Many Post Offices have duplicate numbering, it is your zip code that segregates your mail.

31. **Concern:** You expressed a concern about traveling to the Wimauma or Riverview Post Offices for service.

**Response:** We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.

32. **Concern:** Customer expressed a concern about nonpostal services

**Response:** The customer expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.

33. **Concern:** Customer expressed a concern about package delivery and pickup

**Response:** You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

34. **Concern:** Customers asked why their post office was being discontinued while others were retained

**Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

35. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Wimauma Post Office to pick up their mail

**Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

36. **Concern:** Customers expressed concern over a postal representative not being customer oriented

**Response:** The customer expressed a comment that the postal representative's community meeting notification letter was deceptive. If there was a misinterpretation of any of the data provided, that was not the intention of the Postal Service. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

37. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

38. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing

**Response:**

The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

39. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

40. **Concern:**

Customers wanted to know why the customer lines were so long at the Wimauma Post Office

**Response:**

The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so as to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

41. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed

money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.



**Some advantages of the proposal are:**

1. Maintains a postal facility and retail outlet in the community.
2. Customers will continue to use the same mailing address and ZIP Code. There will be no change to customers' addresses.
3. The unit will continue to provide nonpostal services, a community gathering place and information center.
4. Provides the same retail service as an independent post office.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

**Some disadvantages of the proposal are:**

1. Loss of an independent post office in the community.
2. Loss of a postmaster position.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Balm is an unincorporated community located in HILLSBOROUGH County. The community is administered politically by Hillsborough Co.. Police protection is provided by the Hillsborough Co.. Fire protection is provided by the Hillsborough Co.. The community is comprised of Balm's geographic/economic make-up of the community is predominately agricultural farming and migrant workers, as well as a mix of retirees and self-employed residents., and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Balm Groves, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding; J&K Wirelathing, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Wink Stucco, Water Purification, Floors by Mike, Trans Farms, Stucco Specialist of FL, Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Balm Post Office will continue to be provided by the Balm Post Office .

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- Concern:**

Customer stated that driving the number of miles listed between the offices would create a financial hardship

**Response:**

Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

3. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

4. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 84,241 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 56,810
Fringe Benefits @ 33.5%	\$ 19,031
Annual Lease Costs	<u>+ \$ 8,400</u>
Total Annual Costs	\$ 84,241
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 84,241</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

The postmaster was promoted on June 05, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by independent post office.

The Balm Post Office provided delivery and retail service to 261 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 36. There are two permit mailers or postage meter customers.

A classified branch will continue to provide the same services as an independent post office, except for permit mailings and meter settings. There will be a loss of the postmaster position. However, the branch will be operated by career postal employees. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. Customers will experience no change in address. The Postal Service will save an estimated \$84,241 annually. The branch will be administered and supervised by the Postal Service to ensure that high standards of service are maintained.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Balm Post Office and Wimauma Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to consolidate this post office. If a final determination is made to consolidate this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



LEROY MIDDLETON  
Manager, Post Office Operations

05/05/2011  
Date

U.S. Postal Service <b>POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL</b> Fact Sheet				1. Date Prepared  04/28/2011
<b>2. Post Office Name</b> BALM		<b>3. State and ZIP + 4 Code</b> FL, 33503-9700		
<b>4. District, Customer Service</b> SUNCOAST PFC	<b>5. Area, Customer Service</b> SOUTHWEST	<b>6. County</b> HILLSBOROUGH	<b>7. Congressional District</b> 12th	
<b>8. Reason for Proposal to Discontinue</b> Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accomodate the retail and box section.		<b>9. PO Emergency Suspend</b> No Suspension <i>(Reason and Date)</i>		<b>10. Proposed Permanent Alternate Service</b>
<b>11. Staffing</b>		<b>12. Hours of Service</b>		
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 06/05/2010		a. Time M-F 08:00 - 12:30 - 13:00 - 15:00 Sat Closed Total Window Hours Per Week		
b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career		a. Lobby Time M-F 24 hrs Sat 24 hrs 32.50		
c. Current PM POSITION Level (150) EAS-13 Downgraded from EAS-13				
d. No of Clerks- 0 No of Career- 0 No of Non-Career- 1				
e. No of Others- 0 No of Career- 0 No of Non-Career- 0				
<b>13. Number of Customers Served</b>		<b>14. Daily Volume (Pieces)</b>		
a. General Delivery 0		Types of Mail Received Dispatched		
b. P.O. Box 261		a. First-Class 503 92		
c. City Delivery 0		b. Newspaper 136 17		
d. Rural Delivery 0		c. Parcel 11 11		
e. Highway Contract Route Box 0		d. Other 1 3		
f. Total 261		e. Total 651 123		
g. No. Receiving Duplicate Service 0		f. No. of Postage Meters 2		
h. Average No. Daily Transactions 35.60		g. No. of Permits 0		
<b>Finances a. FY</b>		<b>Receipts</b>	<b>b. EAS Step 1</b>	<b>c. PM Fringe Benefits</b>
2008		\$ 59,177	PM Basic Salary	(33.5% of b.)
2009		\$ 56,819	(no Cola)	\$19,031
2010		\$ 53,012	\$ 56810	
<b>16a. Quarters</b>				
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 01/31/2013 Annual Lease \$ 8400				
30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)				
Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
<b>16b. Explain:</b>				
<b>17. Schools, Churches and Organization in Service Area:</b> No: 0 Balm Baptis Church, Balm Civic Association, Good Samaritan Mission,		<b>19. Administrative/Emanating Office (Proposed):</b> Name WIMAUMA EAS Level 18 Miles Away 5.4 Window Service Hours: M-F 09:00 - 16:00 SAT Closed Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 629		
<b>18. Businesses in Service Area:</b> No: 0 Balm Groves, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding; J&K Wirelathing, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Wink Stucco, Water Purification, Floors by Mike, Trans Farms, Stucco Specialist of FL, Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries.		<b>20. Nearest Post Office (if different from above):</b> Name WIMAUMA EAS Level 18 Miles Away 5.4 Window Service Hours: M-F 09:00 - 16:00 SAT Closed Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: 629		
<b>21. Prepared by</b>				
Printed Name and Title		Signature		Telephone No. AC ()
PO Discontinuance Coordinator Name TRACEY DURAN		Telephone No. AC () (813) 354-6135		Location TAMPA, FL



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07/14/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
BALM  
Docket Number 1353954 - 33503

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in black ink, appearing to read "David Patterson", with a stylized flourish at the end.

DAVID PATTERSON  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	BALM, FL, 33503-9700
EAS Level:	13
District:	SUNCOAST PFC
County:	HILLSBOROUGH
Congressional District:	12th
Proposal:	<input type="checkbox"/> Close <input checked="" type="checkbox"/> Consolidate
Reason For Proposed:	was promoted
Alternate Service Proposed:	Independent Post Office
Customers Affected:	
Post Office Box:	261
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
<b>Total number of customers:</b>	261

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
06/05/2010	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 0 Noncareer: 1 Other Employees: 0
03/02/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 195 Number Returned: 53
04/03/2011	Analysis: Favorable 0 Unfavorable 28 No Opinion 25
	Petition received. Number of signatures: 0
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
	Proposal and checklist sent to district for review.
04/25/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
	Proposal and invitation for comments posted and round-dated.
07/11/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 22 No Opinion 0 40
None	Premature PRC appeal received.
	Concerns expressed:
04/28/2011	Updated PS Form 4920 completed (if necessary).
07/14/2011	Certification of the official record.
07/14/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
08/04/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
08/29/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
10/05/2011	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

TRACEY DURAN	
Name/Title	
TRACEY DURAN	
District Post Office Review Coordinator	

(813) 354-6135	
Telephone Number	
(813) 354-6135	
Telephone Number	



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07/14/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Balm Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Tracey Duran, Post Office Review Coordinator, at (813) 354-6135 or Leroy Middleton Manager Post Office Operations.

A handwritten signature in black ink, appearing to read "David Patterson", with a stylized flourish at the end.

DAVID PATTERSON  
DISTRICT MANAGER  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL 33607-7132

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4G/P1353954.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)

## Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the BALM was received by 08/04/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



Date of Posting: 08/29/2011

Date of Removal: 09/30/2011

FINAL DETERMINATION TO CONSOLIDATE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
A INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

A classified branch is operated by career postal employees and provides the same services as an independent post office, except for postage meter setting and acceptance of permit mail.

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Office is currently vacant. There is an office (Wimauma) approximately 5.4 miles of the Balm office that can easily accomodate the retail and box section.

The Balm Post Office, an EAS-13 level, provides service from 08:00 - 12:30 - 13:00 - 15:00 Monday - Friday , Closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 261 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 36 transaction(s) accounting for 43 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by independent post office. Office receipts for the last 3 years were: \$59,177 ( 154 revenue units) in FY 2008; \$56,819 ( 148 revenue units) in FY 2009; and \$53,012 ( 138 revenue units) in FY 2010. There were two permit mailer(s) or postage meter customer(s).

The classified branch will provide much of the same services as a post office, except for permit mail acceptance and postage meter settings. Retail service is also available at the Wimauma Post Office, an EAS- level office located 5.4 miles away. Window service hours are from 09:00 - 16:00, Monday through Friday, and Closed on Saturday. There are 629 post office boxes available.

On April 13, 2011, representatives from the Postal Service were available at Balm Post Office to answer questions and provide information to customers. 53 customer(s) attended the meeting.

On April 03, 2011, 195 questionnaires were distributed to delivery customers of the Balm Post Office. Questionnaires were also available over the counter for retail customers at the Balm Post Office. 53 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 28 unfavorable, and 25 expressed no opinion.

When this final determination is implemented, delivery services will be provided by the Wimauma Post Office, an EAS-18 level office. Retail and PO Box service will still be available at the Balm Post Office.

The proposal to consolidate the Balm Post Office was posted with an invitation for comment at the Balm Post Office and Wimauma Post Office from May 05, 2011 to July 06, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customers expressed concern for loss of community identity  
**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers expressed concern for loss of community identity  
**Response:** The customer expressed a concern about the loss of your PO Box. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail

**Response:**

The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

**4. Concern:**

Customers expressed concern that postal employees at the adminoffice Post Office are rude

**Response:**

The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

**5. Concern:**

Customers felt the route should emanate from Riverview Post Office because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Riverview is closer for some customers, Wimauma is closer for others.

**6. Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

**7. Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Changes in your insurance rates would indeed be an unfortunate side effect of the office closing. We understand that this may create an additional hardship on your household. Please know that we are striving to take every aspect--both good and bad--into account before making our next review determination.

**8. Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore,

when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

9. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
10. **Concern:** Stop Saturday delivery
- Response:** The discontinuance of Saturday delivery is currently being reviewed at the Congressional level.
11. **Concern:** You expressed a concern about traveling to another post office for service
- Response:** You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.
12. **Concern:** You expressed a concern that they requested and were denied rural delivery service
- Response:** The customer expressed a concern that you requested and were denied rural delivery service. There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be at least 14 feet wide and maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel.
13. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.

14. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point.
15. **Concern:** Box at Wimauma and curbside delivery
- Response:** The cost of renting a PO Box at Wimauma will be the same as the cost at the Balm Post Office. Since you pay for box rental, you would be entitled to curbside delivery at no cost if you so choose. Your curbside delivery would be for mail addressed to your physical Wimauma address and Wimauma zip code, and mail sent to your Balm PO Box number and zip code would go to your PO Box at Wimauma.
16. **Concern:** Customer stated that driving the number of miles listed between the offices would create a financial hardship.
- Response:** Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
17. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
18. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although Balm Post Office is a well-known landmark, it is not a Florida Historical landmark.
19. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses. Although we are aware that the Balm Post Office is a treasured landmark, it is not classified as an historical landmark. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
20. **Concern:** Customers expressed concern for loss of community identity.
- Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
21. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
22. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
23. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox. If you do elect to use curbside delivery, services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.
24. **Concern:** Customers were concerned about mail security.
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
25. **Concern:** Establish rural route in Balm
- Response:** According to U.S. Postal Standards, all customers are entitled to one form of free delivery. Establishment of delivery routes and their office origination is contingent on many factors, both internal and external. We have determined that it would not be cost-effective to establish a rural route from Balm Post Office.
26. **Concern:** Hardship to drive to new Post Office
- Response:** Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers. We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
27. **Concern:** Mail theft
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
28. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.
29. **Concern:** Mail theft/security
- Response:** Our proposal is to move your current PO Boxes to Wimauma Post Office. You will not be required to erect or use a roadside mailbox.

30. **Concern:** The PO Boxes at Wimauma are duplicate numbers of the PO Boxes currently at Balm.
- Response:** Even though some of the PO Box numbers are the same at Balm and at Wimauma, you will retain your unique Balm address and unique zip code, 33503. Many Post Offices have duplicate numbering, it is your zip code that segregates your mail.
31. **Concern:** You expressed a concern about traveling to the Wimauma or Riverview Post Offices for service.
- Response:** We understand that the Balm Post Office is a convenience for its residents. However, the Postal Service feels that it can provide secure and efficient service from the Wimauma Post Office. There are many services that you may obtain at USPS.gov website, including package pickup and stamps by mail.
32. **Concern:** Customer expressed a concern about nonpostal services
- Response:** The customer expressed a concern about nonpostal services. Nonpostal services provided at the suspended Post Office will be available at the administrative Post Office. Government forms normally provided by the post office will also be available at the administrative Post Office or by contacting your local government agency.
33. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
34. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
35. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Wimauma Post Office to pick up their mail
- Response:** The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
36. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The customer expressed a comment that the postal representative's community meeting notification letter was deceptive. If there was a misinterpretation of any of the data provided, that was not the intention of the Postal Service. The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
37. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

38. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing

**Response:**

The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

39. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

40. **Concern:**

Customers wanted to know why the customer lines were so long at the Wimauma Post Office

**Response:**

The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so as to monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

41. **Concern:**

Customers were concerned about obtaining services from the carrier

**Response:**

The customer were concerned about obtaining services from the carrier, retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed



money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

#### **Some advantages of the proposal are:**

1. Maintains a postal facility and retail outlet in the community.
2. Customers will continue to use the same mailing address and ZIP Code. There will be no change to customers' addresses.
3. The unit will continue to provide nonpostal services, a community gathering place and information center.
4. Provides the same retail service as an independent post office.
5. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

#### **Some disadvantages of the proposal are:**

1. Loss of an independent post office in the community.
2. Loss of a postmaster position.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Balm is an unincorporated community located in HILLSBOROUGH County. The community is administered politically by Hillsborough Co.. Police protection is provided by the Hillsborough Co.. Fire protection is provided by the Hillsborough Co.. The community is comprised of Balm's geographic/economic make-up of the community is predominately agricultural farming and migrant workers, as well as a mix of retirees and self-employed residents. and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Balm Groves, Burch Landscaping, Hi-Temp Inc, Ambassador Racing, Delta Drywall Inc, Frankland Welding, J&K Wirelathing, Davis Farms, Goodson Farms, McCullough Grass Corp, Snyder Sales, WCP Construction, KG Performance, Alafia Riverfront, Alexander Aviation, Shelley Lakes Mine, Groff Fish Farm, SE Landfill/Waste Mgmt, Sun & Farm Groceries, My Store & Deli, Affordable Bookkeeping & Taxes, Powers Pride, Shell Point Charters, Dixie Donkey Ball Co, McClaine's Quality Care, Tropical Gardens, Cycles Outpost, Shoop Hay Service, Wink Stucco, Water Purification, Floors by Mike, Trans Farms, Stucco Specialist of FL, Inc, Niem's Farms, Wilkerson Tropical Fish, Falcon Towing, Lou Ross Citrus, Valley Fisheries. . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Balm Post Office will continue to be provided by the Balm Post Office .

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |   |   |
|---|---|
| <p>1. <b>Concern:</b></p> <p><b>Response:</b></p> | <p>Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail</p> <p>The customer expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. Stamps by Mail and Money Order Application forms are available for customer convenience. The USPS also offers convenient carrier package pickup. This service is free, regardless of the number of packages you're sending. Full details are available at USPS.com. Your carrier will pick up your package when your regular mail is delivered. Schedule a pickup for the next delivery day, or with the advanced pickup option, up to 3 months from today. Available with Express Mail®, Priority Mail®, International services, Merchandise Return Service and Parcel</p> |
|---|---|

Return Service. Carriers can also accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

2. **Concern:**

Customer stated that driving the number of miles listed between the offices would create a financial hardship

**Response:**

Regrettably, we are in dire economic times. We understand that moving the Balm office will require a longer drive. We are using all means at our disposal to investigate this potential closing study and make the most informed decision possible with the least impact on our customers.

3. **Concern:**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

4. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on June 05, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 84,241 with a breakdown as follows:

Postmaster Salary (EAS-13, No COLA)	\$ 56,810
Fringe Benefits @ 33.5%	\$ 19,031
Annual Lease Costs	<u>+ \$ 8,400</u>
Total Annual Costs	\$ 84,241
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 84,241</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to consolidate the Balm, FL Post Office and provide delivery and retail services by a independent post office under the administrative responsibility of the Wimauma Post Office, located five miles away.

The postmaster was promoted on June 05, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by independent post office.

The Balm Post Office provided delivery and retail service to 261 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 36. There are two permit mailers or postage meter customers.

A classified branch will continue to provide the same services as an independent post office, except for permit mailings and meter settings. There will be a loss of the postmaster position. However, the branch will be operated by career postal employees. To help preserve community identity, the community name and ZIP Code will be retained in the mailing address. Customers will experience no change in address. The Postal Service will save an estimated \$84,241 annually. The branch will be administered and supervised by the Postal Service to ensure that high standards of service are maintained.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Balm Post Office and Wimauma Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Balm Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Balm Post Office and Wimauma Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/22/2011

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Date



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08/29/2011

OFFICER-IN-CHARGE/POSTMASTER  
Balm Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Balm Post Office Final Determination  
Docket No. 1353954 - 33503

Please post in the lobby the enclosed final determination to close the Balm Post Office. The final determination must be posted in a prominent place from 08/29/2011 through close of business on 09/30/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 10/01/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (813) 354-6135.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracey Duran", with a long horizontal flourish extending to the right.

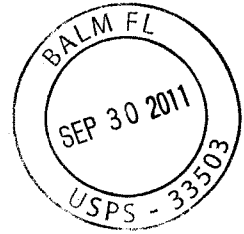
TRACEY DURAN  
POST OFFICE REVIEW COORDINATOR  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL 33607-7132

Enclosures:  
Final Determination Official Record



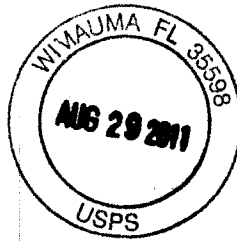
Date of Posting: 08/29/2011

Date of Removal: 09/30/2011



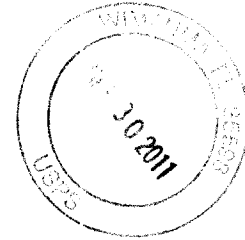
FINAL DETERMINATION TO CONSOLIDATE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
A INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503



Date of Posting: 08/29/2011

Date of Removal: 09/30/2011



FINAL DETERMINATION TO CONSOLIDATE  
THE BALM, FL POST OFFICE  
AND CONTINUE TO PROVIDE  
A INDEPENDENT POST OFFICE

DOCKET NUMBER 1353954 - 33503



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10/05/2011

DISTRICT MANAGER  
SUNCOAST PFC  
2203 N LOIS AVENUE STE 1032  
TAMPA, FL, 33607-7132

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the  
BALM, 33503-9700 Docket No. 1353954 - 33503

This is to advise you that an appeal to the final determination to discontinue the BALM has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero  
Manager Field Performance West

cc:  
Vice President, Area Operations SOUTHWEST Area  
Government Relations and Public Policy